

Refine Search

Search Results -

Terms	Documents
hierarchi\$6 and feedback and feed adj forward and (electronic adj commerce or ecommerce or e adj commerce)	7

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Search:

L7

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DATE: Wednesday, September 08, 2004 [Printable Copy](#) [Create Case](#)

<u>Set</u> <u>Name</u>	<u>Query</u>	<u>Hit</u> <u>Count</u>	<u>Set</u> <u>Name</u> result set
	DB=PGPB,USPT,USOC,EPAB,JPAB,DWPI,TDBD; PLUR=NO; OP=OR		
<u>L7</u>	hierarchi\$6 and feedback and feed adj forward and (electronic adj commerce or ecommerce or e adj commerce)	7	<u>L7</u>
<u>L6</u>	L5 and hierarchi\$6 and feedback and feed adj forward and (electronic adj commerce or ecommerce or e adj commerce)	1	<u>L6</u>
<u>L5</u>	706/52.ccls.	405	<u>L5</u>
<u>L4</u>	L1 and hierarchi\$6 and feedback and feed adj forward and (electronic adj commerce or ecommerce or e adj commerce)	0	<u>L4</u>
<u>L3</u>	L1 and hierarchi\$6 and feedback and feed adj forward (electronic adj commerce or ecommerce or e adj commerce)	17740	<u>L3</u>
<u>L2</u>	L1 and hierarchi\$6 and feedback and feed adj forward	10	<u>L2</u>
<u>L1</u>	706/31.ccls.	206	<u>L1</u>

END OF SEARCH HISTORY

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Search Results - Record(s) 1 through 7 of 7 returned.

☐ 1. Document ID: US 20030086515 A1**Using default format because multiple data bases are involved.**

L7: Entry 1 of 7

File: PGPB

May 8, 2003

PGPUB-DOCUMENT-NUMBER: 20030086515

PGPUB-FILING-TYPE: new

DOCUMENT-IDENTIFIER: US 20030086515 A1

TITLE: Channel adaptive equalization precoding system and method

PUBLICATION-DATE: May 8, 2003

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Trans, Francois	Los Altos	CA	US	
Ngoc, Tho L.	Anjou		CA	

US-CL-CURRENT: 375/346

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KMC	Draw De
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☐ 2. Document ID: US 20030033265 A1

L7: Entry 2 of 7

File: PGPB

Feb 13, 2003

PGPUB-DOCUMENT-NUMBER: 20030033265

PGPUB-FILING-TYPE: new

DOCUMENT-IDENTIFIER: US 20030033265 A1

TITLE: Artificial neurons including weights that define maximal projections

PUBLICATION-DATE: February 13, 2003

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Cabana, David R.	Cary	NC	US	
Aparicio, Manuel IV	Chapel Hill	NC	US	
Fleming, James S.	Apex	NC	US	

US-CL-CURRENT: 706/15

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWIC	Draw De
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☐ 3. Document ID: US 20030016770 A1

L7: Entry 3 of 7

File: PGPB

Jan 23, 2003

PGPUB-DOCUMENT-NUMBER: 20030016770

PGPUB-FILING-TYPE: new

DOCUMENT-IDENTIFIER: US 20030016770 A1

TITLE: Channel equalization system and method

PUBLICATION-DATE: January 23, 2003

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Trans, Francois	Los Altos	CA	US	
Le-Ngoc, Tho	Anjou		CA	

US-CL-CURRENT: 375/346

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWIC	Draw De
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☐ 4. Document ID: US 20020128991 A1

L7: Entry 4 of 7

File: PGPB

Sep 12, 2002

PGPUB-DOCUMENT-NUMBER: 20020128991

PGPUB-FILING-TYPE: new

DOCUMENT-IDENTIFIER: US 20020128991 A1

TITLE: Adaptive feedback control in e-service management

PUBLICATION-DATE: September 12, 2002

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Cox, Earl D.	Morrisville	NC	US	
Wang, Xindong	Columbia	MD	US	
Qiu, Shi-Yue	Ellicott City	MD	US	

US-CL-CURRENT: 706/52

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWIC	Draw De
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☐ 5. Document ID: US 6778863 B1

L7: Entry 5 of 7

File: USPT

Aug 17, 2004

US-PAT-NO: 6778863

DOCUMENT-IDENTIFIER: US 6778863 B1

TITLE: Information technology system for the definition, optimization and control of processes

DATE-ISSUED: August 17, 2004

INVENTOR-INFORMATION:

NAME	CITY	STATE	ZIP CODE	COUNTRY
Lienhard; Heinz	Zug			CH
Buetler; Bruno	Sins			CH
Poli; Marco	Rotkreuz			CH
Weiss; Reto	Kuessnacht			CH
Kuenzi; Urs-Martin	Zurich			CH
Pentus; Mati	Moscow			RU

US-CL-CURRENT: 700/32; 700/10, 700/17, 700/28, 700/65, 700/83, 700/9, 704/8

Full	Title	Citation	Front	Review	Classification	Date	Reference	Abstracts	Abstracts	Claims	KWIC	Draw. De
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☐ 6. Document ID: US 6581049 B1

L7: Entry 6 of 7

File: USPT

Jun 17, 2003

US-PAT-NO: 6581049

DOCUMENT-IDENTIFIER: US 6581049 B1

**** See image for Certificate of Correction ****

TITLE: Artificial neurons including power series of weights and counts that represent prior and next association

DATE-ISSUED: June 17, 2003

INVENTOR-INFORMATION:

NAME	CITY	STATE	ZIP CODE	COUNTRY
Aparicio, IV; Manuel	Chapel Hill	NC		
Fleming; James S.	Apex	NC		
Ariely; Dan	Cambridge	MA		

US-CL-CURRENT: 706/39

Full	Title	Citation	Front	Review	Classification	Date	Reference	Abstracts	Abstracts	Claims	KWIC	Draw. De
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☐ 7. Document ID: US 6411936 B1

L7: Entry 7 of 7

File: USPT

Jun 25, 2002

US-PAT-NO: 6411936

DOCUMENT-IDENTIFIER: US 6411936 B1

TITLE: Enterprise value enhancement system and method

DATE-ISSUED: June 25, 2002

INVENTOR-INFORMATION:

NAME	CITY	STATE	ZIP CODE	COUNTRY
Sanders; Aaron M.	Wellesley	MA		

US-CL-CURRENT: 705/10; 705/1, 705/500, 705/7

Full	Title	Citation	Front	Review	Classification	Date	Reference	Abstracts	Abstracts	Claims	KWIC	Draw. De
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Terms	Documents
hierarchi\$6 and feedback and feed adj forward and (electronic adj commerce or ecommerce or e adj commerce)	7

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define: feed forward

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Definitions of **Feed Forward** on the Web:

A method of improving line regulation by directly sensing the input voltage of the power converter. See Line Regulation.

www.beta-dyne.com/resources/glossary.html

A control technique whereby the line regulation of a power supply is improved by directly sensing the input voltage.

www.manson.com.hk/support/ref_glossary.html

the process of using criteria to communicate about student work in progress so that it can be improved as it is developing. When a teacher or student gives feed forward, they describe the strengths of current work and raise questions or make suggestions based on the criteria. Feed forward takes place in the midst of learning rather than at the end.

user.mc.net/~kwentz/eduspeak.html

A control technique in which line regulation of a power supply is improved by directly sensing the input voltage.

adm.lacitec.on.ca/~ymicha/mcours/mixte/glossaire.htm

define: feed forward

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HOME > **eSERVICE**. Questions about your order? For inquiries about a specific order or questions/comments in general, please email ...

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L10 and (feedforward or feed adj forward)	3

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<u>L12</u>	L10 and (feedforward or feed adj forward)	3	<u>L12</u>
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<u>L10</u>	(e-Service or eService or e adj Service)	1153	<u>L10</u>
<u>L9</u>	hierarchi\$6 and feedback and feed adj forward and (e-Service or eService or e adj Service)	1	<u>L9</u>
<u>L8</u>	eService or electronic adj service	638	<u>L8</u>
<u>L7</u>	hierarchi\$6 and feedback and feed adj forward and (electronic adj commerce or ecommerce or e adj commerce)	7	<u>L7</u>
<u>L6</u>	L5 and hierarchi\$6 and feedback and feed adj forward and (electronic adj commerce or ecommerce or e adj commerce)	1	<u>L6</u>
<u>L5</u>	706/52.ccls.	405	<u>L5</u>
<u>L4</u>	L1 and hierarchi\$6 and feedback and feed adj forward and (electronic adj commerce or ecommerce or e adj commerce)	0	<u>L4</u>

<u>L3</u>	L1 and hierarchi\$6 and feedback and feed adj forward (electronic adj commerce or ecommerce or e adj commerce)	17740	<u>L3</u>
<u>L2</u>	L1 and hierarchi\$6 and feedback and feed adj forward	10	<u>L2</u>
<u>L1</u>	706/31.ccls.	206	<u>L1</u>

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☐ 1. Document ID: US 20020128991 A1

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L12: Entry 1 of 3

File: PGPB

Sep 12, 2002

PGPUB-DOCUMENT-NUMBER: 20020128991

PGPUB-FILING-TYPE: new

DOCUMENT-IDENTIFIER: US 20020128991 A1

TITLE: Adaptive feedback control in e-service management

PUBLICATION-DATE: September 12, 2002

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Cox, Earl D.	Morrisville	NC	US	
Wang, Xindong	Columbia	MD	US	
Qiu, Shi-Yue	Ellicott City	MD	US	

US-CL-CURRENT: 706/52

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWIC	Draw. De
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☐ 2. Document ID: US 20020128991 A1

L12: Entry 2 of 3

File: DWPI

Sep 12, 2002

DERWENT-ACC-NO: 2003-029000

DERWENT-WEEK: 200382

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TITLE: Adaptive service adjustment method for electronic transaction management system, involves comparing performance of higher and lower level behavior experts with objective functions for identifying transaction problems

INVENTOR: COX, E D; QIU, S ; WANG, X

PRIORITY-DATA: 2000US-243470P (October 27, 2000), 2001US-0032966 (October 26, 2001)

PATENT-FAMILY:

PUB-NO	PUB-DATE	LANGUAGE	PAGES	MAIN-IPC
<u>US 20020128991 A1</u>	September 12, 2002		015	G06F009/44

INT-CL (IPC): G06 F 9/44

Full	Title	Citation	Front	Review	Classification	Date	Reference	Claims	KWIC	Draw De
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☐ 3. Document ID: US 1807843 A

L12: Entry 3 of 3

File: USOC

Jun 2, 1931

US-PAT-NO: 1807843

DOCUMENT-IDENTIFIER: US 1807843 A

TITLE: Machine for forming composite can bodies

DATE-ISSUED: June 2, 1931

INVENTOR-NAME: VICTOR HENDRICKSON

US-CL-CURRENT: 413/73

Full	Title	Citation	Front	Review	Classification	Date	Reference	Claims	KWIC	Draw De
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☐ 1. Document ID: US 20040024739 A1**Using default format because multiple data bases are involved.**

L11: Entry 1 of 27

File: PGPB

Feb 5, 2004

PGPUB-DOCUMENT-NUMBER: 20040024739

PGPUB-FILING-TYPE: new

DOCUMENT-IDENTIFIER: US 20040024739 A1

TITLE: System and method for implementing a knowledge management system

PUBLICATION-DATE: February 5, 2004

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Copperman, Max	Santa Cruz	CA	US	
Angel, Mark	Cupertino	CA	US	
Rudy, Jeffrey H.	San Jose	CA	US	
Huffman, Scott B.	Redwood City	CA	US	
Kay, David B.	Los Gatos	CA	US	
Fratkina, Raya	Hayward	CA	US	

US-CL-CURRENT: 707/1

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWIC	Draw. De
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☐ 2. Document ID: US 20030229549 A1

L11: Entry 2 of 27

File: PGPB

Dec 11, 2003

PGPUB-DOCUMENT-NUMBER: 20030229549

PGPUB-FILING-TYPE: new

DOCUMENT-IDENTIFIER: US 20030229549 A1

TITLE: System and method for providing for out-of-home advertising utilizing a satellite network

PUBLICATION-DATE: December 11, 2003

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Wolinsky, Robert I.	Fairfield	CT	US	

Amadio, Martin A.	Glen Rock	NJ	US
Goldring, Peter G.	Allendale	NJ	US
Kirshenbaum, Stanley	Great Neck	NY	US

US-CL-CURRENT: 705/27; 705/14

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWIC	Draw. De
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☐ 3. Document ID: US 20030069877 A1

L11: Entry 3 of 27

File: PGPB

Apr 10, 2003

PGPUB-DOCUMENT-NUMBER: 20030069877
PGPUB-FILING-TYPE: new
DOCUMENT-IDENTIFIER: US 20030069877 A1

TITLE: System for automatically generating queries

PUBLICATION-DATE: April 10, 2003

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Grefenstette, Gregory T.	Gieres	PA	FR	
Shanahan, James G.	Pittsburgh		US	

US-CL-CURRENT: 707/2

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWIC	Draw. De
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☐ 4. Document ID: US 20030061201 A1

L11: Entry 4 of 27

File: PGPB

Mar 27, 2003

PGPUB-DOCUMENT-NUMBER: 20030061201
PGPUB-FILING-TYPE: new
DOCUMENT-IDENTIFIER: US 20030061201 A1

TITLE: System for propagating enrichment between documents

PUBLICATION-DATE: March 27, 2003

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Grefenstette, Gregory T.	Gieres	PA	FR	
Shanahan, James G.	Pittsburgh		US	

US-CL-CURRENT: 707/3

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWIC	Draw. De
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☐ 5. Document ID: US 20030061200 A1

L11: Entry 5 of 27

File: PGPB

Mar 27, 2003

PGPUB-DOCUMENT-NUMBER: 20030061200
PGPUB-FILING-TYPE: new
DOCUMENT-IDENTIFIER: US 20030061200 A1

TITLE: System with user directed enrichment and import/export control

PUBLICATION-DATE: March 27, 2003

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Hubert, Laurence	St Bernard du Touvet		FR	
Guerin, Nicolas	Grenoble		FR	

US-CL-CURRENT: 707/3

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWC	Draw D
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☐ 6. Document ID: US 20030046689 A1

L11: Entry 6 of 27

File: PGPB

Mar 6, 2003

PGPUB-DOCUMENT-NUMBER: 20030046689
PGPUB-FILING-TYPE: new
DOCUMENT-IDENTIFIER: US 20030046689 A1

TITLE: Method and apparatus for delivering a virtual reality environment

PUBLICATION-DATE: March 6, 2003

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Gaos, Maria	Mountlake Terrace	WA	US	

US-CL-CURRENT: 725/34; 345/745, 725/46

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWC	Draw D
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☐ 7. Document ID: US 20030037041 A1

L11: Entry 7 of 27

File: PGPB

Feb 20, 2003

PGPUB-DOCUMENT-NUMBER: 20030037041
PGPUB-FILING-TYPE: new
DOCUMENT-IDENTIFIER: US 20030037041 A1

TITLE: System for automatic determination of customized prices and promotions

PUBLICATION-DATE: February 20, 2003

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Hertz, Frederick S. M.	Davis	WV	US	

US-CL-CURRENT: 707/1

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWC	Draw De
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☐ 8. Document ID: US 20030028389 A1

L11: Entry 8 of 27

File: PGPB

Feb 6, 2003

PGPUB-DOCUMENT-NUMBER: 20030028389

PGPUB-FILING-TYPE: new

DOCUMENT-IDENTIFIER: US 20030028389 A1

TITLE: Modeling toll for electronic services and associated methods

PUBLICATION-DATE: February 6, 2003

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Casati, Fabio	Palo Alto	CA	US	
Shan, Ming-Chien	Saratoga	CA	US	
Sayal, Mehmet	Sunnyvale	CA	US	

US-CL-CURRENT: 705/1

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWC	Draw De
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☐ 9. Document ID: US 20020188562 A1

L11: Entry 9 of 27

File: PGPB

Dec 12, 2002

PGPUB-DOCUMENT-NUMBER: 20020188562

PGPUB-FILING-TYPE: new

DOCUMENT-IDENTIFIER: US 20020188562 A1

TITLE: Billing system, and device constituting same

PUBLICATION-DATE: December 12, 2002

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Igarashi, Yoichiro	Kawasaki		JP	
Hamasaki, Chizu	Kawasaki		JP	
Taniguchi, Hiroyuki	Kawasaki		JP	
Takase, Masaaki	Kawasaki		JP	

Kakemizu, Mitsuaki	Kawasaki	JP
Wakamoto, Masaaki	Kawasaki	JP

US-CL-CURRENT: 705/40

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWC	Draw D
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☐ 10. Document ID: US 20020174222 A1

L11: Entry 10 of 27

File: PGPB

Nov 21, 2002

PGPUB-DOCUMENT-NUMBER: 20020174222
PGPUB-FILING-TYPE: new
DOCUMENT-IDENTIFIER: US 20020174222 A1

TITLE: Behavior experts in e-service management

PUBLICATION-DATE: November 21, 2002

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Cox, Earl D.	Morrisville	NC	US	

US-CL-CURRENT: 709/224; 709/206, 717/104

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWC	Draw D
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☐ 11. Document ID: US 20020133392 A1

L11: Entry 11 of 27

File: PGPB

Sep 19, 2002

PGPUB-DOCUMENT-NUMBER: 20020133392
PGPUB-FILING-TYPE: new
DOCUMENT-IDENTIFIER: US 20020133392 A1

TITLE: Distributed customer relationship management systems and methods

PUBLICATION-DATE: September 19, 2002

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Angel, Mark A.	Napa	CA	US	
Kay, David B.	Los Gatos	CA	US	
Chmaj, John S.	North Bend	WA	US	
LuVogt, Christopher C.	Cupertino	CA	US	
Trempont, Dominique	Menlo Park	CA	US	

US-CL-CURRENT: 705/10

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWIC	Draw De
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☐ 12. Document ID: US 20020128991 A1

L11: Entry 12 of 27

File: PGPB

Sep 12, 2002

PGPUB-DOCUMENT-NUMBER: 20020128991

PGPUB-FILING-TYPE: new

DOCUMENT-IDENTIFIER: US 20020128991 A1

TITLE: Adaptive feedback control in e-service management

PUBLICATION-DATE: September 12, 2002

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Cox, Earl D.	Morrisville	NC	US	
Wang, Xindong	Columbia	MD	US	
Qiu, Shi-Yue	Ellicott City	MD	US	

US-CL-CURRENT: 706/52

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWIC	Draw De
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☐ 13. Document ID: US 20020095399 A1

L11: Entry 13 of 27

File: PGPB

Jul 18, 2002

PGPUB-DOCUMENT-NUMBER: 20020095399

PGPUB-FILING-TYPE: new

DOCUMENT-IDENTIFIER: US 20020095399 A1

TITLE: System and methods providing automatic distributed data retrieval, analysis and reporting services

PUBLICATION-DATE: July 18, 2002

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Devine, Robert L.S.	Falkirk	MA	GB	
Stoner, Robert J.	Duxbury		US	

US-CL-CURRENT: 707/1

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWIC	Draw De
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☐ 14. Document ID: US 20020064149 A1

L11: Entry 14 of 27

File: PGPB

May 30, 2002

PGPUB-DOCUMENT-NUMBER: 20020064149
PGPUB-FILING-TYPE: new
DOCUMENT-IDENTIFIER: US 20020064149 A1

TITLE: System and method for providing requested quality of service in a hybrid network

PUBLICATION-DATE: May 30, 2002

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Elliott, Isaac K.	Colorado Springs	CO	US	
Reynolds, Tim E.	Iowa City	IA	US	
Krishnaswamy, Sridhar	Cedar Rapid	IA	US	

US-CL-CURRENT: 370/352; 370/400

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWIC	Draw De
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☐ 15. Document ID: US 20020059079 A1

L11: Entry 15 of 27

File: PGPB

May 16, 2002

PGPUB-DOCUMENT-NUMBER: 20020059079
PGPUB-FILING-TYPE: new
DOCUMENT-IDENTIFIER: US 20020059079 A1

TITLE: E-service business model

PUBLICATION-DATE: May 16, 2002

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Negri, Franco R.	Columbia	MD	US	

US-CL-CURRENT: 705/1

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWIC	Draw De
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☐ 16. Document ID: US 6754181 B1

L11: Entry 16 of 27

File: USPT

Jun 22, 2004

US-PAT-NO: 6754181
DOCUMENT-IDENTIFIER: US 6754181 B1

TITLE: System and method for a directory service supporting a hybrid communication system architecture

DATE-ISSUED: June 22, 2004

INVENTOR-INFORMATION:

NAME	CITY	STATE	ZIP CODE	COUNTRY
Elliott; Isaac K.	Colorado Springs	CO		
Krishnawswamy; Sridhar	Cedar Rapid	IA		

US-CL-CURRENT: 370/252; 370/352, 370/356

Full	Title	Citation	Front	Review	Classification	Date	Reference	Abstract	Abstract	Claims	KMCC	Draw D
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☐ 17. Document ID: US 6711585 B1

L11: Entry 17 of 27

File: USPT

Mar 23, 2004

US-PAT-NO: 6711585

DOCUMENT-IDENTIFIER: US 6711585 B1

TITLE: System and method for implementing a knowledge management system

DATE-ISSUED: March 23, 2004

INVENTOR-INFORMATION:

NAME	CITY	STATE	ZIP CODE	COUNTRY
Copperman; Max	Santa Cruz	CA		
Angel; Mark	Cupertino	CA		
Rudy; Jeffrey H.	San Jose	CA		
Huffman; Scott B.	Redwood City	CA		
Kay; David B.	Los Gatos	CA		
Fratkina; Raya	Hayward	CA		

US-CL-CURRENT: 707/104.1

Full	Title	Citation	Front	Review	Classification	Date	Reference	Abstract	Abstract	Claims	KMCC	Draw D
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☐ 18. Document ID: US 6460036 B1

L11: Entry 18 of 27

File: USPT

Oct 1, 2002

US-PAT-NO: 6460036

DOCUMENT-IDENTIFIER: US 6460036 B1

TITLE: System and method for providing customized electronic newspapers and target advertisements

DATE-ISSUED: October 1, 2002

INVENTOR-INFORMATION:

NAME	CITY	STATE	ZIP CODE	COUNTRY
Herz; Frederick S. M.	Davis	WV		

US-CL-CURRENT: 707/10; 705/14, 707/2, 709/217, 725/14

Full	Title	Citation	Front	Review	Classification	Date	Reference	Abstracts	References	Claims	KWIC	Draw De
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☐ 19. Document ID: US 6335927 B1

L11: Entry 19 of 27

File: USPT

Jan 1, 2002

US-PAT-NO: 6335927

DOCUMENT-IDENTIFIER: US 6335927 B1

TITLE: System and method for providing requested quality of service in a hybrid network

DATE-ISSUED: January 1, 2002

INVENTOR-INFORMATION:

NAME	CITY	STATE	ZIP CODE	COUNTRY
Elliott; Isaac K.	Colorado Springs	CO		
Reynolds; Tim E.	Iowa City	IA		
Krishnaswamy; Sridhar	Cedar Rapid	IA		

US-CL-CURRENT: 370/352

Full	Title	Citation	Front	Review	Classification	Date	Reference	Abstracts	References	Claims	KWIC	Draw De
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☐ 20. Document ID: US 6029195 A

L11: Entry 20 of 27

File: USPT

Feb 22, 2000

US-PAT-NO: 6029195

DOCUMENT-IDENTIFIER: US 6029195 A

TITLE: System for customized electronic identification of desirable objects

DATE-ISSUED: February 22, 2000

INVENTOR-INFORMATION:

NAME	CITY	STATE	ZIP CODE	COUNTRY
Herz; Frederick S. M.	Davis	WV	26260	

US-CL-CURRENT: 725/116; 707/10, 725/93

Full	Title	Citation	Front	Review	Classification	Date	Reference	Abstracts	References	Claims	KWIC	Draw De
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☐ 21. Document ID: US 5999525 A

L11: Entry 21 of 27

File: USPT

Dec 7, 1999

US-PAT-NO: 5999525

DOCUMENT-IDENTIFIER: US 5999525 A

TITLE: Method for video telephony over a hybrid network

DATE-ISSUED: December 7, 1999

INVENTOR-INFORMATION:

NAME	CITY	STATE	ZIP CODE	COUNTRY
Krishnaswamy; Sridhar	Cedar Rapids	IA		
Elliott; Isaac K.	Colorado Springs	CO		
Reynolds; Tim E.	Iowa City	IA		
Forgy; Glen A.	Iowa City	IA		
Solbrig; Erin M.	Cedar Rapids	IA		

US-CL-CURRENT: 370/352; 370/389, 370/392, 379/114.15, 379/90.01, 379/93.07

Full	Title	Citation	Front	Review	Classification	Date	Reference			Claims	KMC	Draw De
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☐ 22. Document ID: US 5867495 A

L11: Entry 22 of 27

File: USPT

Feb 2, 1999

US-PAT-NO: 5867495

DOCUMENT-IDENTIFIER: US 5867495 A

TITLE: System, method and article of manufacture for communications utilizing calling, plans in a hybrid network

DATE-ISSUED: February 2, 1999

INVENTOR-INFORMATION:

NAME	CITY	STATE	ZIP CODE	COUNTRY
Elliott; Isaac K.	Colorado Springs	CO		
Krishnaswamy; Sridhar	Cedar Rapids	IA		

US-CL-CURRENT: 370/352; 370/389, 370/392, 379/11, 379/115.01, 379/90.01, 379/93.07

Full	Title	Citation	Front	Review	Classification	Date	Reference			Claims	KMC	Draw De
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☐ 23. Document ID: US 5867494 A

L11: Entry 23 of 27

File: USPT

Feb 2, 1999

US-PAT-NO: 5867494

DOCUMENT-IDENTIFIER: US 5867494 A

TITLE: System, method and article of manufacture with integrated video conferencing billing in a communication system architecture

DATE-ISSUED: February 2, 1999

INVENTOR-INFORMATION:

NAME	CITY	STATE	ZIP CODE	COUNTRY
Krishnaswamy; Sridhar	Cedar Rapids	IA		
Elliott; Isaac K.	Colorado Springs	CO		
Reynolds; Tim E.	Iowa City	IA		
Forgy; Glen A.	Iowa City	IA		
Solbrig; Erin M.	Cedar Rapids	IA		

US-CL-CURRENT: 370/352; 370/389, 370/392, 379/114.15, 379/90.01, 379/93.07

Full	Title	Citation	Front	Review	Classification	Date	Reference	Abstract	Abstract	Claims	KWIC	Draw D
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☐ 24. Document ID: US 5835087 A

L11: Entry 24 of 27

File: USPT

Nov 10, 1998

US-PAT-NO: 5835087

DOCUMENT-IDENTIFIER: US 5835087 A

TITLE: System for generation of object profiles for a system for customized electronic identification of desirable objects

DATE-ISSUED: November 10, 1998

INVENTOR-INFORMATION:

NAME	CITY	STATE	ZIP CODE	COUNTRY
Herz; Frederick S. M.	Davis	WV	26260	
Eisner; Jason M.	Philadelphia	PA	19107	
Ungar; Lyle H.	Philadelphia	PA	19103	

US-CL-CURRENT: 345/810; 725/14, 725/35, 725/46

Full	Title	Citation	Front	Review	Classification	Date	Reference	Abstract	Abstract	Claims	KWIC	Draw D
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☐ 25. Document ID: US 5754939 A

L11: Entry 25 of 27

File: USPT

May 19, 1998

US-PAT-NO: 5754939

DOCUMENT-IDENTIFIER: US 5754939 A

TITLE: System for generation of user profiles for a system for customized electronic identification of desirable objects

DATE-ISSUED: May 19, 1998

INVENTOR-INFORMATION:

NAME	CITY	STATE	ZIP CODE	COUNTRY
Herz; Frederick S. M.	Davis	WV	26260	
Eisner; Jason M.	Philadelphia	PA	19107	

Ungar; Lyle H.	Philadelphia	PA	19103
Marcus; Mitchell P.	Philadelphia	PA	19119

US-CL-CURRENT: 455/3.04; 709/219, 715/501.1, 725/34

Full	Title	Citation	Front	Review	Classification	Date	Reference			Claims	KWIC	Draw. De
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☐ 26. Document ID: US 5754938 A

L11: Entry 26 of 27

File: USPT

May 19, 1998

US-PAT-NO: 5754938

DOCUMENT-IDENTIFIER: US 5754938 A

TITLE: Pseudonymous server for system for customized electronic identification of desirable objects

DATE-ISSUED: May 19, 1998

INVENTOR-INFORMATION:

NAME	CITY	STATE	ZIP CODE	COUNTRY
Herz; Frederick S. M.	Davis	WV	26260	
Eisner; Jason M.	Philadelphia	PA	19107	
Salganicoff; Marcos	Philadelphia	PA	19130	

US-CL-CURRENT: 725/116; 705/74, 707/6, 707/9, 709/219, 713/155, 725/1, 725/129, 725/25

Full	Title	Citation	Front	Review	Classification	Date	Reference			Claims	KWIC	Draw. De
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☐ 27. Document ID: US 4399503 A

L11: Entry 27 of 27

File: USPT

Aug 16, 1983

US-PAT-NO: 4399503

DOCUMENT-IDENTIFIER: US 4399503 A

TITLE: Dynamic disk buffer control unit

DATE-ISSUED: August 16, 1983

INVENTOR-INFORMATION:

NAME	CITY	STATE	ZIP CODE	COUNTRY
Hawley; Kenneth R.	Ventura	CA		

US-CL-CURRENT: 711/113; 711/138, 711/160

Full	Title	Citation	Front	Review	Classification	Date	Reference			Claims	KWIC	Draw. De
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Clear	Generate Collection	Print	Fwd Refs	Bkwd Refs	Generate OACS
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Terms	Documents
L10 and hierarchi\$6 and feedback	27

Display Format:

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Refine Search

Search Results -

Terms	Documents
L13 and hierarchi\$6 and feedback	8

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 US OCR Full-Text Database
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 JPO Abstracts Database
 Derwent World Patents Index
 IBM Technical Disclosure Bulletins

Search:

Search History

DATE: Wednesday, September 08, 2004 [Printable Copy](#) [Create Case](#)

<u>Set</u> <u>Name</u> side by side	<u>Query</u>	<u>Hit</u> <u>Count</u>	<u>Set</u> <u>Name</u> result set
<i>DB=PGPB,USPT,USOC,EPAB,JPAB,DWPI,TDBD; PLUR=NO; OP=OR</i>			
<u>L14</u>	L13 and hierarchi\$6 and feedback	8	<u>L14</u>
<u>L13</u>	(e-Service or eService)	179	<u>L13</u>
<u>L12</u>	L10 and (feedforward or feed adj forward)	3	<u>L12</u>
<u>L11</u>	L10 and hierarchi\$6 and feedback	27	<u>L11</u>
<u>L10</u>	(e-Service or eService or e adj Service)	1153	<u>L10</u>
<u>L9</u>	hierarchi\$6 and feedback and feed adj forward and (e-Service or eService or e adj Service)	1	<u>L9</u>
<u>L8</u>	eService or electronic adj service	638	<u>L8</u>
<u>L7</u>	hierarchi\$6 and feedback and feed adj forward and (electronic adj commerce or ecommerce or e adj commerce)	7	<u>L7</u>
<u>L6</u>	L5 and hierarchi\$6 and feedback and feed adj forward and (electronic adj commerce or ecommerce or e adj commerce)	1	<u>L6</u>
<u>L5</u>	706/52.ccls.	405	<u>L5</u>

<u>L4</u>	L1 and hierarchi\$6 and feedback and feed adj forward and (electronic adj commerce or ecommerce or e adj commerce)	0	<u>L4</u>
<u>L3</u>	L1 and hierarchi\$6 and feedback and feed adj forward (electronic adj commerce or ecommerce or e adj commerce)	17740	<u>L3</u>
<u>L2</u>	L1 and hierarchi\$6 and feedback and feed adj forward	10	<u>L2</u>
<u>L1</u>	706/31.ccls.	206	<u>L1</u>

END OF SEARCH HISTORY

Hit List

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Fwd Refs

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Search Results - Record(s) 1 through 8 of 8 returned.☐ 1. Document ID: US 20040024739 A1**Using default format because multiple data bases are involved.**

L14: Entry 1 of 8

File: PGPB

Feb 5, 2004

PGPUB-DOCUMENT-NUMBER: 20040024739

PGPUB-FILING-TYPE: new

DOCUMENT-IDENTIFIER: US 20040024739 A1

TITLE: System and method for implementing a knowledge management system

PUBLICATION-DATE: February 5, 2004

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Copperman, Max	Santa Cruz	CA	US	
Angel, Mark	Cupertino	CA	US	
Rudy, Jeffrey H.	San Jose	CA	US	
Huffman, Scott B.	Redwood City	CA	US	
Kay, David B.	Los Gatos	CA	US	
Fratkina, Raya	Hayward	CA	US	

US-CL-CURRENT: 707/1

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWMC	Draw. Dis
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☐ 2. Document ID: US 20030046689 A1

L14: Entry 2 of 8

File: PGPB

Mar 6, 2003

PGPUB-DOCUMENT-NUMBER: 20030046689

PGPUB-FILING-TYPE: new

DOCUMENT-IDENTIFIER: US 20030046689 A1

TITLE: Method and apparatus for delivering a virtual reality environment

PUBLICATION-DATE: March 6, 2003

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Gaos, Maria	Mountlake Terrace	WA	US	

US-CL-CURRENT: 725/34; 345/745, 725/46

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWIC	Draw D
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☐ 3. Document ID: US 20030028389 A1

L14: Entry 3 of 8

File: PGPB

Feb 6, 2003

PGPUB-DOCUMENT-NUMBER: 20030028389

PGPUB-FILING-TYPE: new

DOCUMENT-IDENTIFIER: US 20030028389 A1

TITLE: Modeling toll for electronic services and associated methods

PUBLICATION-DATE: February 6, 2003

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Casati, Fabio	Palo Alto	CA	US	
Shan, Ming-Chien	Saratoga	CA	US	
Sayal, Mehmet	Sunnyvale	CA	US	

US-CL-CURRENT: 705/1

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWIC	Draw D
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☐ 4. Document ID: US 20020174222 A1

L14: Entry 4 of 8

File: PGPB

Nov 21, 2002

PGPUB-DOCUMENT-NUMBER: 20020174222

PGPUB-FILING-TYPE: new

DOCUMENT-IDENTIFIER: US 20020174222 A1

TITLE: Behavior experts in e-service management

PUBLICATION-DATE: November 21, 2002

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Cox, Earl D.	Morrisville	NC	US	

US-CL-CURRENT: 709/224; 709/206, 717/104

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWIC	Draw D
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☐ 5. Document ID: US 20020133392 A1

L14: Entry 5 of 8

File: PGPB

Sep 19, 2002

PGPUB-DOCUMENT-NUMBER: 20020133392
PGPUB-FILING-TYPE: new
DOCUMENT-IDENTIFIER: US 20020133392 A1

TITLE: Distributed customer relationship management systems and methods

PUBLICATION-DATE: September 19, 2002

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Angel, Mark A.	Napa	CA	US	
Kay, David B.	Los Gatos	CA	US	
Chmaj, John S.	North Bend	WA	US	
LuVogt, Christopher C.	Cupertino	CA	US	
Trempont, Dominique	Menlo Park	CA	US	

US-CL-CURRENT: 705/10

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWIC	Draw D
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☐ 6. Document ID: US 20020128991 A1

L14: Entry 6 of 8

File: PGPB

Sep 12, 2002

PGPUB-DOCUMENT-NUMBER: 20020128991
PGPUB-FILING-TYPE: new
DOCUMENT-IDENTIFIER: US 20020128991 A1

TITLE: Adaptive feedback control in e-service management

PUBLICATION-DATE: September 12, 2002

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Cox, Earl D.	Morrisville	NC	US	
Wang, Xindong	Columbia	MD	US	
Qiu, Shi-Yue	Ellicott City	MD	US	

US-CL-CURRENT: 706/52

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWIC	Draw D
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☐ 7. Document ID: US 20020059079 A1

L14: Entry 7 of 8

File: PGPB

May 16, 2002

PGPUB-DOCUMENT-NUMBER: 20020059079
PGPUB-FILING-TYPE: new
DOCUMENT-IDENTIFIER: US 20020059079 A1

TITLE: E-service business model

PUBLICATION-DATE: May 16, 2002

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Negri, Franco R.	Columbia	MD	US	

US-CL-CURRENT: 705/1

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWIC	Draw De
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☐ 8. Document ID: US 6711585 B1

L14: Entry 8 of 8

File: USPT

Mar 23, 2004

US-PAT-NO: 6711585

DOCUMENT-IDENTIFIER: US 6711585 B1

TITLE: System and method for implementing a knowledge management system

DATE-ISSUED: March 23, 2004

INVENTOR-INFORMATION:

NAME	CITY	STATE	ZIP CODE	COUNTRY
Copperman; Max	Santa Cruz	CA		
Angel; Mark	Cupertino	CA		
Rudy; Jeffrey H.	San Jose	CA		
Huffman; Scott B.	Redwood City	CA		
Kay; David B.	Los Gatos	CA		
Fratkina; Raya	Hayward	CA		

US-CL-CURRENT: 707/104.1

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWIC	Draw De
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L13 and hierarchi\$6 and feedback

8

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<i>DB=PGPB,USPT,USOC,EPAB,JPAB,DWPI,TDBD; PLUR=NO; OP=OR</i>			
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<u>L13</u>	(e-Service or eService)	179	<u>L13</u>
<u>L12</u>	L10 and (feedforward or feed adj forward)	3	<u>L12</u>
<u>L11</u>	L10 and hierarchi\$6 and feedback	27	<u>L11</u>
<u>L10</u>	(e-Service or eService or e adj Service)	1153	<u>L10</u>
<u>L9</u>	hierarchi\$6 and feedback and feed adj forward and (e-Service or eService or e adj Service)	1	<u>L9</u>
<u>L8</u>	eService or electronic adj service	638	<u>L8</u>
<u>L7</u>	hierarchi\$6 and feedback and feed adj forward and (electronic adj commerce or ecommerce or e adj commerce)	7	<u>L7</u>
<u>L6</u>	L5 and hierarchi\$6 and feedback and feed adj forward and (electronic adj commerce or ecommerce or e adj commerce)	1	<u>L6</u>
<u>L5</u>	706/52.ccls.	405	<u>L5</u>

<u>L4</u>	L1 and hierarchi\$6 and feedback and feed adj forward and (electronic adj commerce or ecommerce or e adj commerce)	0	<u>L4</u>
<u>L3</u>	L1 and hierarchi\$6 and feedback and feed adj forward (electronic adj commerce or ecommerce or e adj commerce)	17740	<u>L3</u>
<u>L2</u>	L1 and hierarchi\$6 and feedback and feed adj forward	10	<u>L2</u>
<u>L1</u>	706/31.ccls.	206	<u>L1</u>

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- [DTIC STINET](#)
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- [Examiners' Electronic Digest Database \(EEDD\)](#)
(Database of examiner submitted NPL)
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(EPO's databases, available on stand-alone terminal in CPK2, 4B40)
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- ⇒ [IEEE Xplore](#)
(Full page images of over 800,000 Electrical & Electronic Engineering articles, papers and standards, 1988 - present. Select content is available from 1952-1987.)
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(Published monthly as a paper journal and now as an online database product with advanced full text searching capabilities for defensive disclosure information.)

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(scientific, technical, and medical journals)

Software Patent Institute (SPI) (Select "Free Access")

(Searchable database of Software Technologies.)

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(journals and proceedings on optics and photonics)

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Fulltext newspaper articles are available electronically in Proquest Direct.

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Older full text NPL resources/articles received in CD-Rom format. These resources are available on EIC2100 PCs in CPK2, 4B40.

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(Several versions of Roget's Thesaurus, a dictionary, an encyclopedia, quotations, English usage books and more.)

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Efunda

(30,000 pages of engineering fundamentals and calculators)

Encyclopedia Britannica

Encyclopedia of Software Engineering

Eric Weisstein's World of Mathematics

(A comprehensive online encyclopedia of mathematics.)

HowStuffWorks

(Search a term to find articles that explain how it works.)

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(Full text scientific research papers - in pdf and postscript formats.)

[Interfacebus.com](#)

(Listing of Electronic Interface Buses with links to standards and specifications.)

[Internet Engineering Task Force](#)

(The IETF Secretariat, run by The Corporation for National Research Initiatives with funding from the US government, maintains an index of Internet-Drafts.)

[Nanotechnology](#)

[PCI Specifications](#) (username: uspto; password: pat222)

("Peripheral Component Interconnect" specifications and white papers.)

[Requests for Comments \(RFCs\) Database](#)

(Requests for Comments (RFC) document series is a set of technical and organizational notes about the Internet (originally the ARPANET), beginning in 1969 and discussing many aspects of computer networking, including protocols, procedures and concepts as well as meeting notes and opinions.)

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feedback and (ecommerce or e adj commerce or electronic adj commerce) and hierarchi\$6 and (adaptive or learn\$4) and (feedforward or feed adj forward)	7

Database:

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<u>L10</u>	feedback and (ecommerce or e adj commerce or electronic adj commerce) and hierarchi\$6 and (adaptive or learn\$4) and (feedforward or feed adj forward)	7	<u>L10</u>
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L1 e-Service or eService

179 L1

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☐ 1. Document ID: US 20030086515 A1

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L10: Entry 1 of 7

File: PGPB

May 8, 2003

PGPUB-DOCUMENT-NUMBER: 20030086515

PGPUB-FILING-TYPE: new

DOCUMENT-IDENTIFIER: US 20030086515 A1

TITLE: Channel adaptive equalization precoding system and method

PUBLICATION-DATE: May 8, 2003

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Trans, Francois	Los Altos	CA	US	
Ngoc, Tho L.	Anjou		CA	

US-CL-CURRENT: 375/346

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KMC	Draw D
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☐ 2. Document ID: US 20030033265 A1

L10: Entry 2 of 7

File: PGPB

Feb 13, 2003

PGPUB-DOCUMENT-NUMBER: 20030033265

PGPUB-FILING-TYPE: new

DOCUMENT-IDENTIFIER: US 20030033265 A1

TITLE: Artificial neurons including weights that define maximal projections

PUBLICATION-DATE: February 13, 2003

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Cabana, David R.	Cary	NC	US	
Aparicio, Manuel IV	Chapel Hill	NC	US	
Fleming, James S.	Apex	NC	US	

US-CL-CURRENT: 706/15

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWIC	Draw. De
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☐ 3. Document ID: US 20030016770 A1

L10: Entry 3 of 7

File: PGPB

Jan 23, 2003

PGPUB-DOCUMENT-NUMBER: 20030016770

PGPUB-FILING-TYPE: new

DOCUMENT-IDENTIFIER: US 20030016770 A1

TITLE: Channel equalization system and method

PUBLICATION-DATE: January 23, 2003

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Trans, Francois	Los Altos	CA	US	
Le-Ngoc, Tho	Anjou		CA	

US-CL-CURRENT: 375/346

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWIC	Draw. De
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☐ 4. Document ID: US 20020128991 A1

L10: Entry 4 of 7

File: PGPB

Sep 12, 2002

PGPUB-DOCUMENT-NUMBER: 20020128991

PGPUB-FILING-TYPE: new

DOCUMENT-IDENTIFIER: US 20020128991 A1

TITLE: Adaptive feedback control in e-service management

PUBLICATION-DATE: September 12, 2002

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Cox, Earl D.	Morrisville	NC	US	
Wang, Xindong	Columbia	MD	US	
Qiu, Shi-Yue	Ellicott City	MD	US	

US-CL-CURRENT: 706/52

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWIC	Draw. De
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☐ 5. Document ID: US 6778863 B1

L10: Entry 5 of 7

File: USPT

Aug 17, 2004

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Database:

US Pre-Grant Publication Full-Text Database
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<u>L6</u>	L5 and expert	30	<u>L6</u>
<u>L5</u>	L3 and management adj system	88	<u>L5</u>
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<u>L3</u>	e adj service	1128	<u>L3</u>
<u>L2</u>	eservice	34	<u>L2</u>
<u>L1</u>	6,411,936.pn.	2	<u>L1</u>

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☐ 1. Document ID: US 20040024739 A1**Using default format because multiple data bases are involved.**

L10: Entry 1 of 17

File: PGPB

Feb 5, 2004

PGPUB-DOCUMENT-NUMBER: 20040024739

PGPUB-FILING-TYPE: new

DOCUMENT-IDENTIFIER: US 20040024739 A1

TITLE: System and method for implementing a knowledge management system

PUBLICATION-DATE: February 5, 2004

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Copperman, Max	Santa Cruz	CA	US	
Angel, Mark	Cupertino	CA	US	
Rudy, Jeffrey H.	San Jose	CA	US	
Huffman, Scott B.	Redwood City	CA	US	
Kay, David B.	Los Gatos	CA	US	
Fratkina, Raya	Hayward	CA	US	

US-CL-CURRENT: 707/1

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWMC	Draw D
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☐ 2. Document ID: US 20030208575 A1

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File: PGPB

Nov 6, 2003

PGPUB-DOCUMENT-NUMBER: 20030208575

PGPUB-FILING-TYPE: new

DOCUMENT-IDENTIFIER: US 20030208575 A1

TITLE: Framework for e-service management

PUBLICATION-DATE: November 6, 2003

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Cox, Earl D.	Chapel Hill	NC	US	
Negri, Franco R.	Columbia	MD	US	

Materazzi, Todd	Columbia	MD	US
Bragg, Jason	Winter Park	FL	US
Cormier, Michael E.	West Hartford	CT	US

US-CL-CURRENT: 709/223

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWIC	Draw D
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☐ 3. Document ID: US 20030149570 A1

L10: Entry 3 of 17

File: PGPB

Aug 7, 2003

PGPUB-DOCUMENT-NUMBER: 20030149570
PGPUB-FILING-TYPE: new
DOCUMENT-IDENTIFIER: US 20030149570 A1

TITLE: Early warning in e-service management systems

PUBLICATION-DATE: August 7, 2003

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Qiu, Shi-Yue	Ellicott City	MD	US	

US-CL-CURRENT: 705/1

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWIC	Draw D
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☐ 4. Document ID: US 20030046689 A1

L10: Entry 4 of 17

File: PGPB

Mar 6, 2003

PGPUB-DOCUMENT-NUMBER: 20030046689
PGPUB-FILING-TYPE: new
DOCUMENT-IDENTIFIER: US 20030046689 A1

TITLE: Method and apparatus for delivering a virtual reality environment

PUBLICATION-DATE: March 6, 2003

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Gaos, Maria	Mountlake Terrace	WA	US	

US-CL-CURRENT: 725/34; 345/745, 725/46

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWIC	Draw D
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☐ 5. Document ID: US 20030014149 A1

L10: Entry 5 of 17

File: PGPB

Jan 16, 2003

PGPUB-DOCUMENT-NUMBER: 20030014149
PGPUB-FILING-TYPE: new
DOCUMENT-IDENTIFIER: US 20030014149 A1

TITLE: Method and system for the electronic provision of services for machines via
a data communication link

PUBLICATION-DATE: January 16, 2003

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Kreidler, Volker	Hechingen		DE	
Lagies, Knut	Erlangen		DE	
Mutscheller, Wolfgang	Stuttgart		DE	

US-CL-CURRENT: 700/169; 700/9

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KMC	Draw De
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☐ 6. Document ID: US 20020174222 A1

L10: Entry 6 of 17

File: PGPB

Nov 21, 2002

PGPUB-DOCUMENT-NUMBER: 20020174222
PGPUB-FILING-TYPE: new
DOCUMENT-IDENTIFIER: US 20020174222 A1

TITLE: Behavior experts in e-service management

PUBLICATION-DATE: November 21, 2002

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Cox, Earl D.	Morrisville	NC	US	

US-CL-CURRENT: 709/224; 709/206, 717/104

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KMC	Draw De
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☐ 7. Document ID: US 20020133392 A1

L10: Entry 7 of 17

File: PGPB

Sep 19, 2002

PGPUB-DOCUMENT-NUMBER: 20020133392
PGPUB-FILING-TYPE: new
DOCUMENT-IDENTIFIER: US 20020133392 A1

TITLE: Distributed customer relationship management systems and methods

PUBLICATION-DATE: September 19, 2002

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Angel, Mark A.	Napa	CA	US	
Kay, David B.	Los Gatos	CA	US	
Chmaj, John S.	North Bend	WA	US	
LuVogt, Christopher C.	Cupertino	CA	US	
Trempont, Dominique	Menlo Park	CA	US	

US-CL-CURRENT: 705/10

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWMC	Draw D
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☐ 8. Document ID: US 20020128991 A1

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File: PGPB

Sep 12, 2002

PGPUB-DOCUMENT-NUMBER: 20020128991

PGPUB-FILING-TYPE: new

DOCUMENT-IDENTIFIER: US 20020128991 A1

TITLE: Adaptive feedback control in e-service management

PUBLICATION-DATE: September 12, 2002

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Cox, Earl D.	Morrisville	NC	US	
Wang, Xindong	Columbia	MD	US	
Qiu, Shi-Yue	Ellicott City	MD	US	

US-CL-CURRENT: 706/52

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWMC	Draw D
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File: PGPB

Jul 4, 2002

PGPUB-DOCUMENT-NUMBER: 20020087412

PGPUB-FILING-TYPE: new

DOCUMENT-IDENTIFIER: US 20020087412 A1

TITLE: Method for post-sales customer retention

PUBLICATION-DATE: July 4, 2002

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Wood, Fay	Huntington Beach	CA	US	

US-CL-CURRENT: 705/15

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWIC	Draw. De
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☐ 10. Document ID: US 20020077792 A1

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File: PGPB

Jun 20, 2002

PGPUB-DOCUMENT-NUMBER: 20020077792

PGPUB-FILING-TYPE: new

DOCUMENT-IDENTIFIER: US 20020077792 A1

TITLE: Early warning in e-service management systems

PUBLICATION-DATE: June 20, 2002

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Qiu, Shi-Yue	Ellicott City	MD	US	

US-CL-CURRENT: 703/2

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWIC	Draw. De
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☐ 11. Document ID: US 20020059079 A1

L10: Entry 11 of 17

File: PGPB

May 16, 2002

PGPUB-DOCUMENT-NUMBER: 20020059079

PGPUB-FILING-TYPE: new

DOCUMENT-IDENTIFIER: US 20020059079 A1

TITLE: E-service business model

PUBLICATION-DATE: May 16, 2002

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Negri, Franco R.	Columbia	MD	US	

US-CL-CURRENT: 705/1

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWIC	Draw. De
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☐ 12. Document ID: US 20010049688 A1

L10: Entry 12 of 17

File: PGPB

Dec 6, 2001

PGPUB-DOCUMENT-NUMBER: 20010049688
PGPUB-FILING-TYPE: new
DOCUMENT-IDENTIFIER: US 20010049688 A1

TITLE: System and method for providing an intelligent multi-step dialog with a user

PUBLICATION-DATE: December 6, 2001

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Fratkina, Raya	Yorktown Heights	NY	US	
Anderson, Monica	San Jose	CA	US	
Angel, Mark A.	Napa	CA	US	
Copperman, Max	Santa Cruz	CA	US	
Huffman, Scott B.	Redwood City	CA	US	
Kay, David	Los Gatos	CA	US	
Stern, Robert	Cupertino	CA	US	

US-CL-CURRENT: 707/104.1; 345/968

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWMC	Draw D
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☐ 13. Document ID: US 6769010 B1

L10: Entry 13 of 17

File: USPT

Jul 27, 2004

US-PAT-NO: 6769010
DOCUMENT-IDENTIFIER: US 6769010 B1

TITLE: APPARATUS FOR DISTRIBUTING INFORMATION OVER A NETWORK-BASED ENVIRONMENT,
METHOD OF DISTRIBUTING INFORMATION TO USERS, AND METHOD FOR ASSOCIATING CONTENT
OBJECTS WITH A DATABASE WHEREIN THE CONTENT OBJECTS ARE ACCESSIBLE OVER A NETWORK
COMMUNICATION MEDIUM BY A USER

DATE-ISSUED: July 27, 2004

INVENTOR-INFORMATION:

NAME	CITY	STATE	ZIP CODE	COUNTRY
Knapp; John R.	Seattle	WA		
Snyders; Edward K. E.	Seattle	WA		

US-CL-CURRENT: 709/203; 709/217, 709/225

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWMC	Draw D
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☐ 14. Document ID: US 6711585 B1

L10: Entry 14 of 17

File: USPT

Mar 23, 2004

US-PAT-NO: 6711585

DOCUMENT-IDENTIFIER: US 6711585 B1

TITLE: System and method for implementing a knowledge management system

DATE-ISSUED: March 23, 2004

INVENTOR-INFORMATION:

NAME	CITY	STATE	ZIP CODE	COUNTRY
Copperman; Max	Santa Cruz	CA		
Angel; Mark	Cupertino	CA		
Rudy; Jeffrey H.	San Jose	CA		
Huffman; Scott B.	Redwood City	CA		
Kay; David B.	Los Gatos	CA		
Fratkina; Raya	Hayward	CA		

US-CL-CURRENT: 707/104.1

Full	Title	Citation	Front	Review	Classification	Date	Reference	Abstract	Attachment	Claims	KWIC	Draw D
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☐ 15. Document ID: US 20030061061 A1

L10: Entry 15 of 17

File: DWPI

Mar 27, 2003

DERWENT-ACC-NO: 2003-448242

DERWENT-WEEK: 200382

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TITLE: Uniform event representation construction method for behavior experts in e-service management system, involves incorporating value/assessment of selected measurement of uniform data model into uniform event representation

INVENTOR: COX, E D; NEGRI, F R

PRIORITY-DATA: 2000US-243397P (October 27, 2000), 2001US-0032968 (October 26, 2001)

PATENT-FAMILY:

PUB-NO	PUB-DATE	LANGUAGE	PAGES	MAIN-IPC
<u>US 20030061061 A1</u>	March 27, 2003		016	G06F017/60

INT-CL (IPC): G06 F 17/60

Full	Title	Citation	Front	Review	Classification	Date	Reference	Abstract	Attachment	Claims	KWIC	Draw D
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☐ 16. Document ID: US 20020174222 A1

L10: Entry 16 of 17

File: DWPI

Nov 21, 2002

DERWENT-ACC-NO: 2003-182947

DERWENT-WEEK: 200382

COPYRIGHT 2004 DERWENT INFORMATION LTD

TITLE: Infrastructure component performance determination method for e-commerce

applications, involves updating internal states of behavioral expert based on
instantiating internal variables, that define infrastructure component performance

INVENTOR: COX, E D

PRIORITY-DATA: 2000US-243469P (October 27, 2000), 2001US-0032967 (October 26, 2001)

PATENT-FAMILY:

PUB-NO	PUB-DATE	LANGUAGE	PAGES	MAIN-IPC
US 20020174222 A1	November 21, 2002		036	G06F015/173

INT-CL (IPC): G06 F 9/44; G06 F 15/16; G06 F 15/173

Full	Title	Citation	Front	Review	Classification	Date	Reference	Abstract	Attachments	Claims	KWIC	Draw. Data
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☐ 17. Document ID: US 20020128991 A1

L10: Entry 17 of 17

File: DWPI

Sep 12, 2002

DERWENT-ACC-NO: 2003-029000

DERWENT-WEEK: 200382

COPYRIGHT 2004 DERWENT INFORMATION LTD

TITLE: Adaptive service adjustment method for electronic transaction management
system, involves comparing performance of higher and lower level behavior experts
with objective functions for identifying transaction problems

INVENTOR: COX, E D; QIU, S ; WANG, X

PRIORITY-DATA: 2000US-243470P (October 27, 2000), 2001US-0032966 (October 26, 2001)

PATENT-FAMILY:

PUB-NO	PUB-DATE	LANGUAGE	PAGES	MAIN-IPC
US 20020128991 A1	September 12, 2002		015	G06F009/44

INT-CL (IPC): G06 F 9/44

Full	Title	Citation	Front	Review	Classification	Date	Reference	Abstract	Attachments	Claims	KWIC	Draw. Data
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17

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Search Results - Record(s) 1 through 30 of 30 returned.

☐ 1. Document ID: US 20040024739 A1

Using default format because multiple data bases are involved.

L6: Entry 1 of 30

File: PGPB

Feb 5, 2004

PGPUB-DOCUMENT-NUMBER: 20040024739

PGPUB-FILING-TYPE: new

DOCUMENT-IDENTIFIER: US 20040024739 A1

TITLE: System and method for implementing a knowledge management system

PUBLICATION-DATE: February 5, 2004

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Copperman, Max	Santa Cruz	CA	US	
Angel, Mark	Cupertino	CA	US	
Rudy, Jeffrey H.	San Jose	CA	US	
Huffman, Scott B.	Redwood City	CA	US	
Kay, David B.	Los Gatos	CA	US	
Fratkina, Raya	Hayward	CA	US	

US-CL-CURRENT: 707/1

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KMC	Draw. De
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☐ 2. Document ID: US 20040017475 A1

L6: Entry 2 of 30

File: PGPB

Jan 29, 2004

PGPUB-DOCUMENT-NUMBER: 20040017475

PGPUB-FILING-TYPE: new

DOCUMENT-IDENTIFIER: US 20040017475 A1

TITLE: Apparatus and method for computerized multi-media data organization and transmission

PUBLICATION-DATE: January 29, 2004

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Akers, William Rex	Colleyville	TX	US	

Canterbury, Jeff W.	Fort Worth	TX	US
Miller, Blake B.	Austin	TX	US
Walker, Craig Alan	Austin	TX	US
King, James R.	Waxahachie	TX	US
Graves, Jerry L.	Benbrook	TX	US
Patterson, Jay Travis	Arlington	TX	US
Normyle, Robert J.	Colleyville	TX	US
Hale, Kevin P.	Fort Worth	TX	US
Watts, Brandon T.	Park City	UT	US
Rau, Karen D.	Farwell	MN	US
Jenkins, Deborah L.	Fort Worth	TX	US

US-CL-CURRENT: 348/207.1

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWMC	Draw De
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☐ 3. Document ID: US 20030208575 A1

L6: Entry 3 of 30

File: PGPB

Nov 6, 2003

PGPUB-DOCUMENT-NUMBER: 20030208575
PGPUB-FILING-TYPE: new
DOCUMENT-IDENTIFIER: US 20030208575 A1

TITLE: Framework for e-service management

PUBLICATION-DATE: November 6, 2003

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Cox, Earl D.	Chapel Hill	NC	US	
Negri, Franco R.	Columbia	MD	US	
Materazzi, Todd	Columbia	MD	US	
Bragg, Jason	Winter Park	FL	US	
Cormier, Michael E.	West Hartford	CT	US	

US-CL-CURRENT: 709/223

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWMC	Draw De
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☐ 4. Document ID: US 20030149570 A1

L6: Entry 4 of 30

File: PGPB

Aug 7, 2003

PGPUB-DOCUMENT-NUMBER: 20030149570
PGPUB-FILING-TYPE: new
DOCUMENT-IDENTIFIER: US 20030149570 A1

TITLE: Early warning in e-service management systems

PUBLICATION-DATE: August 7, 2003

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Qiu, Shi-Yue	Ellicott City	MD	US	

US-CL-CURRENT: 705/1

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWC	Draw De
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☐ 5. Document ID: US 20030069877 A1

L6: Entry 5 of 30

File: PGPB

Apr 10, 2003

PGPUB-DOCUMENT-NUMBER: 20030069877

PGPUB-FILING-TYPE: new

DOCUMENT-IDENTIFIER: US 20030069877 A1

TITLE: System for automatically generating queries

PUBLICATION-DATE: April 10, 2003

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Grefenstette, Gregory T.	Gieres	PA	FR	
Shanahan, James G.	Pittsburgh		US	

US-CL-CURRENT: 707/2

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWC	Draw De
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☐ 6. Document ID: US 20030061201 A1

L6: Entry 6 of 30

File: PGPB

Mar 27, 2003

PGPUB-DOCUMENT-NUMBER: 20030061201

PGPUB-FILING-TYPE: new

DOCUMENT-IDENTIFIER: US 20030061201 A1

TITLE: System for propagating enrichment between documents

PUBLICATION-DATE: March 27, 2003

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Grefenstette, Gregory T.	Gieres	PA	FR	
Shanahan, James G.	Pittsburgh		US	

US-CL-CURRENT: 707/3

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWIC	Draw. De
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☐ 7. Document ID: US 20030061200 A1

L6: Entry 7 of 30

File: PGPB

Mar 27, 2003

PGPUB-DOCUMENT-NUMBER: 20030061200
PGPUB-FILING-TYPE: new
DOCUMENT-IDENTIFIER: US 20030061200 A1

TITLE: System with user directed enrichment and import/export control

PUBLICATION-DATE: March 27, 2003

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Hubert, Laurence	St Bernard du Touvet		FR	
Guerin, Nicolas	Grenoble		FR	

US-CL-CURRENT: 707/3

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWIC	Draw. De
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☐ 8. Document ID: US 20030046689 A1

L6: Entry 8 of 30

File: PGPB

Mar 6, 2003

PGPUB-DOCUMENT-NUMBER: 20030046689
PGPUB-FILING-TYPE: new
DOCUMENT-IDENTIFIER: US 20030046689 A1

TITLE: Method and apparatus for delivering a virtual reality environment

PUBLICATION-DATE: March 6, 2003

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Gaos, Maria	Mountlake Terrace	WA	US	

US-CL-CURRENT: 725/34; 345/745, 725/46

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWIC	Draw. De
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☐ 9. Document ID: US 20020188538 A1

L6: Entry 9 of 30

File: PGPB

Dec 12, 2002

PGPUB-DOCUMENT-NUMBER: 20020188538
PGPUB-FILING-TYPE: new
DOCUMENT-IDENTIFIER: US 20020188538 A1

TITLE: Method and system for implementing a databus in a global ecosystem of interrelated services

PUBLICATION-DATE: December 12, 2002

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Robertson, James A.	The Woodlands	TX	US	
Greene, William S.	Fairview	TX	US	
Wille, Andrew N.	Cedar Rapids	IA	US	

US-CL-CURRENT: 705/35; 705/7, 705/71

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWIC	Draw. De
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☐ 10. Document ID: US 20020174222 A1

L6: Entry 10 of 30

File: PGPB

Nov 21, 2002

PGPUB-DOCUMENT-NUMBER: 20020174222

PGPUB-FILING-TYPE: new

DOCUMENT-IDENTIFIER: US 20020174222 A1

TITLE: Behavior experts in e-service management

PUBLICATION-DATE: November 21, 2002

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Cox, Earl D.	Morrisville	NC	US	

US-CL-CURRENT: 709/224; 709/206, 717/104

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWIC	Draw. De
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☐ 11. Document ID: US 20020165745 A1

L6: Entry 11 of 30

File: PGPB

Nov 7, 2002

PGPUB-DOCUMENT-NUMBER: 20020165745

PGPUB-FILING-TYPE: new

DOCUMENT-IDENTIFIER: US 20020165745 A1

TITLE: Method and system for realizing an aggregator in a management operations center implemented in a global ecosystem of interrelated services

PUBLICATION-DATE: November 7, 2002

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
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Greene, William S.	Fairview	TX	US
Singh, Sanjiv	Garland	TX	US

US-CL-CURRENT: 705/7

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWIC	Draw D
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☐ 12. Document ID: US 20020133392 A1

L6: Entry 12 of 30

File: PGPB

Sep 19, 2002

PGPUB-DOCUMENT-NUMBER: 20020133392
PGPUB-FILING-TYPE: new
DOCUMENT-IDENTIFIER: US 20020133392 A1

TITLE: Distributed customer relationship management systems and methods

PUBLICATION-DATE: September 19, 2002

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Angel, Mark A.	Napa	CA	US	
Kay, David B.	Los Gatos	CA	US	
Chmaj, John S.	North Bend	WA	US	
LuVogt, Christopher C.	Cupertino	CA	US	
Trempont, Dominique	Menlo Park	CA	US	

US-CL-CURRENT: 705/10

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWIC	Draw D
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☐ 13. Document ID: US 20020128991 A1

L6: Entry 13 of 30

File: PGPB

Sep 12, 2002

PGPUB-DOCUMENT-NUMBER: 20020128991
PGPUB-FILING-TYPE: new
DOCUMENT-IDENTIFIER: US 20020128991 A1

TITLE: Adaptive feedback control in e-service management

PUBLICATION-DATE: September 12, 2002

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Cox, Earl D.	Morrisville	NC	US	
Wang, Xindong	Columbia	MD	US	
Qiu, Shi-Yue	Ellicott City	MD	US	

US-CL-CURRENT: 706/52

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWIC	Draw. De
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☐ 14. Document ID: US 20020087412 A1

L6: Entry 14 of 30

File: PGPB

Jul 4, 2002

PGPUB-DOCUMENT-NUMBER: 20020087412
PGPUB-FILING-TYPE: new
DOCUMENT-IDENTIFIER: US 20020087412 A1

TITLE: Method for post-sales customer retention

PUBLICATION-DATE: July 4, 2002

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Wood, Fay	Huntington Beach	CA	US	

US-CL-CURRENT: 705/15

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWIC	Draw. De
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☐ 15. Document ID: US 20020077792 A1

L6: Entry 15 of 30

File: PGPB

Jun 20, 2002

PGPUB-DOCUMENT-NUMBER: 20020077792
PGPUB-FILING-TYPE: new
DOCUMENT-IDENTIFIER: US 20020077792 A1

TITLE: Early warning in e-service management systems

PUBLICATION-DATE: June 20, 2002

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Qiu, Shi-Yue	Ellicott City	MD	US	

US-CL-CURRENT: 703/2

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWIC	Draw. De
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☐ 16. Document ID: US 20020064149 A1

L6: Entry 16 of 30

File: PGPB

May 30, 2002

PGPUB-DOCUMENT-NUMBER: 20020064149
PGPUB-FILING-TYPE: new
DOCUMENT-IDENTIFIER: US 20020064149 A1

TITLE: System and method for providing requested quality of service in a hybrid network

PUBLICATION-DATE: May 30, 2002

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Elliott, Isaac K.	Colorado Springs	CO	US	
Reynolds, Tim E.	Iowa City	IA	US	
Krishnaswamy, Sridhar	Cedar Rapid	IA	US	

US-CL-CURRENT: 370/352; 370/400

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWC	Draw D
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☐ 17. Document ID: US 20020059079 A1

L6: Entry 17 of 30

File: PGPB

May 16, 2002

PGPUB-DOCUMENT-NUMBER: 20020059079
PGPUB-FILING-TYPE: new
DOCUMENT-IDENTIFIER: US 20020059079 A1

TITLE: E-service business model

PUBLICATION-DATE: May 16, 2002

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Negri, Franco R.	Columbia	MD	US	

US-CL-CURRENT: 705/1

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWC	Draw D
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☐ 18. Document ID: US 20010049688 A1

L6: Entry 18 of 30

File: PGPB

Dec 6, 2001

PGPUB-DOCUMENT-NUMBER: 20010049688
PGPUB-FILING-TYPE: new
DOCUMENT-IDENTIFIER: US 20010049688 A1

TITLE: System and method for providing an intelligent multi-step dialog with a user

PUBLICATION-DATE: December 6, 2001

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Fratkina, Raya	Yorktown Heights	NY	US	

Anderson, Monica	San Jose	CA	US
Angel, Mark A.	Napa	CA	US
Copperman, Max	Santa Cruz	CA	US
Huffman, Scott B.	Redwood City	CA	US
Kay, David	Los Gatos	CA	US
Stern, Robert	Cupertino	CA	US

US-CL-CURRENT: 707/104.1; 345/968

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWIC	Draw D
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☐ 19. Document ID: US 6754181 B1

L6: Entry 19 of 30

File: USPT

Jun 22, 2004

US-PAT-NO: 6754181

DOCUMENT-IDENTIFIER: US 6754181 B1

TITLE: System and method for a directory service supporting a hybrid communication system architecture

DATE-ISSUED: June 22, 2004

INVENTOR-INFORMATION:

NAME	CITY	STATE	ZIP CODE	COUNTRY
Elliott; Isaac K.	Colorado Springs	CO		
Krishnawswamy; Sridhar	Cedar Rapid	IA		

US-CL-CURRENT: 370/252; 370/352, 370/356

Full	Title	Citation	Front	Review	Classification	Date	Reference			Claims	KWIC	Draw D
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☐ 20. Document ID: US 6711585 B1

L6: Entry 20 of 30

File: USPT

Mar 23, 2004

US-PAT-NO: 6711585

DOCUMENT-IDENTIFIER: US 6711585 B1

TITLE: System and method for implementing a knowledge management system

DATE-ISSUED: March 23, 2004

INVENTOR-INFORMATION:

NAME	CITY	STATE	ZIP CODE	COUNTRY
Copperman; Max	Santa Cruz	CA		
Angel; Mark	Cupertino	CA		
Rudy; Jeffrey H.	San Jose	CA		
Huffman; Scott B.	Redwood City	CA		

Kay; David B. Los Gatos CA
Fratkina; Raya Hayward CA

US-CL-CURRENT: 707/104.1

Full	Title	Citation	Front	Review	Classification	Date	Reference	Examiner	Supervisor	Claims	KWMC	Draw. De
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☐ 21. Document ID: US 6335927 B1

L6: Entry 21 of 30

File: USPT

Jan 1, 2002

US-PAT-NO: 6335927

DOCUMENT-IDENTIFIER: US 6335927 B1

TITLE: System and method for providing requested quality of service in a hybrid network

DATE-ISSUED: January 1, 2002

INVENTOR-INFORMATION:

NAME	CITY	STATE	ZIP CODE	COUNTRY
Elliott; Isaac K.	Colorado Springs	CO		
Reynolds; Tim E.	Iowa City	IA		
Krishnaswamy; Sridhar	Cedar Rapid	IA		

US-CL-CURRENT: 370/352

Full	Title	Citation	Front	Review	Classification	Date	Reference	Examiner	Supervisor	Claims	KWMC	Draw. De
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☐ 22. Document ID: US 5999525 A

L6: Entry 22 of 30

File: USPT

Dec 7, 1999

US-PAT-NO: 5999525

DOCUMENT-IDENTIFIER: US 5999525 A

TITLE: Method for video telephony over a hybrid network

DATE-ISSUED: December 7, 1999

INVENTOR-INFORMATION:

NAME	CITY	STATE	ZIP CODE	COUNTRY
Krishnaswamy; Sridhar	Cedar Rapids	IA		
Elliott; Isaac K.	Colorado Springs	CO		
Reynolds; Tim E.	Iowa City	IA		
Forgy; Glen A.	Iowa City	IA		
Solbrig; Erin M.	Cedar Rapids	IA		

US-CL-CURRENT: 370/352; 370/389, 370/392, 379/114.15, 379/90.01, 379/93.07

Full	Title	Citation	Front	Review	Classification	Date	Reference			Claims	KWIC	Draw. De
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☐ 23. Document ID: US 5867495 A

L6: Entry 23 of 30

File: USPT

Feb 2, 1999

US-PAT-NO: 5867495

DOCUMENT-IDENTIFIER: US 5867495 A

TITLE: System, method and article of manufacture for communications utilizing calling, plans in a hybrid network

DATE-ISSUED: February 2, 1999

INVENTOR-INFORMATION:

NAME	CITY	STATE	ZIP CODE	COUNTRY
Elliott; Isaac K.	Colorado Springs	CO		
Krishnaswamy; Sridhar	Cedar Rapids	IA		

US-CL-CURRENT: 370/352; 370/389, 370/392, 379/11, 379/115.01, 379/90.01, 379/93.07

Full	Title	Citation	Front	Review	Classification	Date	Reference			Claims	KWIC	Draw. De
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☐ 24. Document ID: US 5867494 A

L6: Entry 24 of 30

File: USPT

Feb 2, 1999

US-PAT-NO: 5867494

DOCUMENT-IDENTIFIER: US 5867494 A

TITLE: System, method and article of manufacture with integrated video conferencing billing in a communication system architecture

DATE-ISSUED: February 2, 1999

INVENTOR-INFORMATION:

NAME	CITY	STATE	ZIP CODE	COUNTRY
Krishnaswamy; Sridhar	Cedar Rapids	IA		
Elliott; Isaac K.	Colorado Springs	CO		
Reynolds; Tim E.	Iowa City	IA		
Forgy; Glen A.	Iowa City	IA		
Solbrig; Erin M.	Cedar Rapids	IA		

US-CL-CURRENT: 370/352; 370/389, 370/392, 379/114.15, 379/90.01, 379/93.07

Full	Title	Citation	Front	Review	Classification	Date	Reference			Claims	KWIC	Draw. De
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☐ 25. Document ID: US 5675724 A

L6: Entry 25 of 30

File: USPT

Oct 7, 1997

US-PAT-NO: 5675724

DOCUMENT-IDENTIFIER: US 5675724 A

TITLE: Knowledge based resource management

DATE-ISSUED: October 7, 1997

INVENTOR-INFORMATION:

NAME	CITY	STATE	ZIP CODE	COUNTRY
Beal; David Grant	Longmont	CO		
Hill; Jo Etta	La Veta	CO		
Hill; Fletcher Lawrence	La Veta	CO		
Jurestovsky; Nancy Rosann	Golden	CO		
Stephens; Michael Robert	Westminster	CO		

US-CL-CURRENT: 714/4

Full	Title	Citation	Front	Review	Classification	Date	Reference	Examination	Publication	Claims	KWIC	Draw. De
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☐ 26. Document ID: US 5568491 A

L6: Entry 26 of 30

File: USPT

Oct 22, 1996

US-PAT-NO: 5568491

DOCUMENT-IDENTIFIER: US 5568491 A

TITLE: Knowledge based resource management

DATE-ISSUED: October 22, 1996

INVENTOR-INFORMATION:

NAME	CITY	STATE	ZIP CODE	COUNTRY
Beal; David G.	Longmont	CO		
Chikira; Joetta S.	Louisville	CO		
Hill; Fletcher L.	Louisville	CO		
Jurestovsky; Nancy R.	Golden	CO		
Stephens; Michael R.	Westminster	CO		

US-CL-CURRENT: 714/746; 714/26, 714/4, 714/712

Full	Title	Citation	Front	Review	Classification	Date	Reference	Examination	Publication	Claims	KWIC	Draw. De
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☐ 27. Document ID: US 5293556 A

L6: Entry 27 of 30

File: USPT

Mar 8, 1994

US-PAT-NO: 5293556

DOCUMENT-IDENTIFIER: US 5293556 A

TITLE: Knowledge based field replaceable unit management

DATE-ISSUED: March 8, 1994

INVENTOR-INFORMATION:

NAME	CITY	STATE	ZIP CODE	COUNTRY
Hill; Fletcher L.	Golden	CO		
Holm; Douglas A.	Broomfield	CO		
Jurestovsky; Nancy R.	Golden	CO		
Pinkham; Gregory A.	Berthoud	CO		

US-CL-CURRENT: 702/184; 379/2, 379/9.03, 379/9.04, 702/185, 714/26, 714/712

Full	Title	Citation	Front	Review	Classification	Date	Reference	Abstract	Abstract	Claims	KWIC	Draw De
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☐ 28. Document ID: US 20030061061 A1

L6: Entry 28 of 30

File: DWPI

Mar 27, 2003

DERWENT-ACC-NO: 2003-448242

DERWENT-WEEK: 200382

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TITLE: Uniform event representation construction method for behavior experts in e-
service management system, involves incorporating value/assessment of selected
measurement of uniform data model into uniform event representation

INVENTOR: COX, E D; NEGRI, F R

PRIORITY-DATA: 2000US-243397P (October 27, 2000), 2001US-0032968 (October 26, 2001)

PATENT-FAMILY:

PUB-NO	PUB-DATE	LANGUAGE	PAGES	MAIN-IPC
US 20030061061 A1	March 27, 2003		016	G06F017/60

INT-CL (IPC): G06 F 17/60

Full	Title	Citation	Front	Review	Classification	Date	Reference	Abstract	Abstract	Claims	KWIC	Draw De
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☐ 29. Document ID: US 20020174222 A1

L6: Entry 29 of 30

File: DWPI

Nov 21, 2002

DERWENT-ACC-NO: 2003-182947

DERWENT-WEEK: 200382

COPYRIGHT 2004 DERWENT INFORMATION LTD

TITLE: Infrastructure component performance determination method for e-commerce
applications, involves updating internal states of behavioral expert based on
instantiating internal variables, that define infrastructure component performance

INVENTOR: COX, E D

PRIORITY-DATA: 2000US-243469P (October 27, 2000), 2001US-0032967 (October 26, 2001)

PATENT-FAMILY:

PUB-NO	PUB-DATE	LANGUAGE	PAGES	MAIN-IPC
US 20020174222 A1	November 21, 2002		036	G06F015/173

INT-CL (IPC): G06 F 9/44; G06 F 15/16; G06 F 15/173

Full	Title	Citation	Front	Review	Classification	Date	Reference	Abstracts	Abstracts	Claims	KWIC	Draw D
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☐ 30. Document ID: US 20020128991 A1

L6: Entry 30 of 30

File: DWPI

Sep 12, 2002

DERWENT-ACC-NO: 2003-029000

DERWENT-WEEK: 200382

COPYRIGHT 2004 DERWENT INFORMATION LTD

TITLE: Adaptive service adjustment method for electronic transaction management system, involves comparing performance of higher and lower level behavior experts with objective functions for identifying transaction problems

INVENTOR: COX, E D; QIU, S ; WANG, X

PRIORITY-DATA: 2000US-243470P (October 27, 2000), 2001US-0032966 (October 26, 2001)

PATENT-FAMILY:

PUB-NO	PUB-DATE	LANGUAGE	PAGES	MAIN-IPC
US 20020128991 A1	September 12, 2002		015	G06F009/44

INT-CL (IPC): G06 F 9/44

Full	Title	Citation	Front	Review	Classification	Date	Reference	Abstracts	Abstracts	Claims	KWIC	Draw D
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Search Results - Record(s) 1 through 34 of 34 returned.☐ 1. Document ID: US 20040128669 A1**Using default format because multiple data bases are involved.**

L2: Entry 1 of 34

File: PGPB

Jul 1, 2004

PGPUB-DOCUMENT-NUMBER: 20040128669

PGPUB-FILING-TYPE: new

DOCUMENT-IDENTIFIER: US 20040128669 A1

TITLE: Apparatus for low cost embedded platform for device-side, distributed services enablement

PUBLICATION-DATE: July 1, 2004

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Furst, Michael R.	Rochester	NY	US	
Whitfield, Loranzo	Fairport	NY	US	
Sharma, Naveen	Perinton	NY	US	
Rockwell, Ronald M.	Rochester	NY	US	
Thieret, Tracy E.	Webster	NY	US	
Fillion, Claude S.	Rochester	NY	US	
Huang, Weixia	Rochester	NY	US	
Kehoe, Michael P.	Rochester	NY	US	
Lorenzo, Arturo M.	Fairport	NY	US	
McCorkindale, Mary C.	Fairport	NY	US	
St. Jacques, Robert J.	Fairport	NY	US	
Cavanaugh, Michael F.	Webster	NY	US	
Regruit, Christopher J.	Rochester	NY	US	

US-CL-CURRENT: 717/178; 717/120, 717/175

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWIC	Draw D
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☐ 2. Document ID: US 20040128375 A1

L2: Entry 2 of 34

File: PGPB

Jul 1, 2004

PGPUB-DOCUMENT-NUMBER: 20040128375

PGPUB-FILING-TYPE: new

DOCUMENT-IDENTIFIER: US 20040128375 A1

TITLE: Integrated server platform for the autonomous provisioning of device services

PUBLICATION-DATE: July 1, 2004

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Rockwell, Ronald M.	Rochester	NY	US	

US-CL-CURRENT: 709/223; 709/220

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWIC	Draw D
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☐ 3. Document ID: US 20040125403 A1

L2: Entry 3 of 34

File: PGPB

Jul 1, 2004

PGPUB-DOCUMENT-NUMBER: 20040125403

PGPUB-FILING-TYPE: new

DOCUMENT-IDENTIFIER: US 20040125403 A1

TITLE: Method and apparatus for enabling distributed subscription services, supplies maintenance, and device-independent service implementation

PUBLICATION-DATE: July 1, 2004

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Furst, Michael R.	Rochester	NY	US	
Rockwell, Ronald M.	Rochester	NY	US	
Sharma, Naveen	Perinton	NY	US	
Fillion, Claude S.	Rochester	NY	US	
St. Jacques, Robert J.	Fairport	NY	US	
Huang, Weixia	Rochester	NY	US	
Lorenzo, Arturo M.	Fairport	NY	US	
McCorkindale, Mary C.	Fairport	NY	US	
Kehoe, Michael P.	Rochester	NY	US	
Thieret, Tracy E.	Webster	NY	US	

US-CL-CURRENT: 358/1.15; 358/402

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWIC	Draw D
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☐ 4. Document ID: US 20040111709 A1

L2: Entry 4 of 34

File: PGPB

Jun 10, 2004

PGPUB-DOCUMENT-NUMBER: 20040111709

PGPUB-FILING-TYPE: new

DOCUMENT-IDENTIFIER: US 20040111709 A1

TITLE: Method for low cost embedded platform for device-side distributed services enablement

PUBLICATION-DATE: June 10, 2004

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Furst, Michael R.	Rochester	NY	US	
Whitfield, Loranzo	Fairport	NY	US	
Sharma, Naveen	Perinton	NY	US	
Rockwell, Ronald M.	Rochester	NY	US	
Thieret, Tracy E.	Webster	NY	US	
Fillion, Claude S.	Rochester	NY	US	
Huang, Weixia	Rochester	NY	US	
Kehoe, Michael P.	Rochester	NY	US	
Lorenzo, Arturo M.	Fairport	NY	US	
McCorkindale, Mary C.	Fairport	NY	US	
St. Jacques, Robert J.	Fairport	NY	US	
Cavanaugh, Michael F.	Webster	NY	US	
Regruit, Christopher J.	Rochester	NY	US	

US-CL-CURRENT: 717/131; 717/171

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWIC	Draw. De
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☐ 5. Document ID: US 20040111699 A1

L2: Entry 5 of 34

File: PGPB

Jun 10, 2004

PGPUB-DOCUMENT-NUMBER: 20040111699

PGPUB-FILING-TYPE: new

DOCUMENT-IDENTIFIER: US 20040111699 A1

TITLE: Integrated server platform for the autonomous provisioning of device services

PUBLICATION-DATE: June 10, 2004

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Rockwell, Ronald M.	Rochester	NY	US	

US-CL-CURRENT: 717/103; 717/104, 717/171

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWIC	Draw. De
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☐ 6. Document ID: US 20040111315 A1

L2: Entry 6 of 34

File: PGPB

Jun 10, 2004

PGPUB-DOCUMENT-NUMBER: 20040111315
PGPUB-FILING-TYPE: new
DOCUMENT-IDENTIFIER: US 20040111315 A1

TITLE: Device model agent

PUBLICATION-DATE: June 10, 2004

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Sharma, Naveen	Perinton	NY	US	
Furst, Michael R.	Rochester	NY	US	
Fillion, Claude S.	Rochester	NY	US	
Huang, Weixia	Rochester	NY	US	
Kehoe, Michael P.	Rochester	NY	US	
Lorenzo, Arturo M.	Fairport	NY	US	
McCorkindale, Mary C.	Fairport	NY	US	
St. Jacques, Robert J.	Fairport	NY	US	
Thieret, Tracy E.	Webster	NY	US	
Austin, John C.	Philadelphia	PA	US	
Daniels, Marc D.	Pittsford	NY	US	
Cavanaugh, Michael F.	Webster	NY	US	

US-CL-CURRENT: 705/11

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWIC	Draw. De
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☐ 7. Document ID: US 20040107155 A1

L2: Entry 7 of 34

File: PGPB

Jun 3, 2004

PGPUB-DOCUMENT-NUMBER: 20040107155
PGPUB-FILING-TYPE: new
DOCUMENT-IDENTIFIER: US 20040107155 A1

TITLE: Open adaptive service trading system and method thereof

PUBLICATION-DATE: June 3, 2004

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Yanosy, John Anthony	Grapevine	TX	US	

US-CL-CURRENT: 705/37

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWIC	Draw. De
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☐ 8. Document ID: US 20040083448 A1

L2: Entry 8 of 34

File: PGPB

Apr 29, 2004

PGPUB-DOCUMENT-NUMBER: 20040083448
PGPUB-FILING-TYPE: new
DOCUMENT-IDENTIFIER: US 20040083448 A1

TITLE: Workflow management architecture

PUBLICATION-DATE: April 29, 2004

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Schulz, Karsten	Middle Park		AU	
Orlowska, Maria E.	Brookfield		AU	

US-CL-CURRENT: 717/101; 717/104

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWIC	Draw D
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☐ 9. Document ID: US 20040078258 A1

L2: Entry 9 of 34

File: PGPB

Apr 22, 2004

PGPUB-DOCUMENT-NUMBER: 20040078258
PGPUB-FILING-TYPE: new
DOCUMENT-IDENTIFIER: US 20040078258 A1

TITLE: Transformations between private and shared workflows

PUBLICATION-DATE: April 22, 2004

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Schulz, Karsten	Middle Park		AU	
Orlowska, Maria E.	Brookfield		AU	

US-CL-CURRENT: 705/9

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWIC	Draw D
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☐ 10. Document ID: US 20030208575 A1

L2: Entry 10 of 34

File: PGPB

Nov 6, 2003

PGPUB-DOCUMENT-NUMBER: 20030208575
PGPUB-FILING-TYPE: new
DOCUMENT-IDENTIFIER: US 20030208575 A1

TITLE: Framework for e-service management

PUBLICATION-DATE: November 6, 2003

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Cox, Earl D.	Chapel Hill	NC	US	
Negri, Franco R.	Columbia	MD	US	
Materazzi, Todd	Columbia	MD	US	
Bragg, Jason	Winter Park	FL	US	
Cormier, Michael E.	West Hartford	CT	US	

US-CL-CURRENT: 709/223

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KMC	Draw. De
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☐ 11. Document ID: US 20030149570 A1

L2: Entry 11 of 34

File: PGPB

Aug 7, 2003

PGPUB-DOCUMENT-NUMBER: 20030149570
PGPUB-FILING-TYPE: new
DOCUMENT-IDENTIFIER: US 20030149570 A1

TITLE: Early warning in e-service management systems

PUBLICATION-DATE: August 7, 2003

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Qiu, Shi-Yue	Ellicott City	MD	US	

US-CL-CURRENT: 705/1

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KMC	Draw. De
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☐ 12. Document ID: US 20030088545 A1

L2: Entry 12 of 34

File: PGPB

May 8, 2003

PGPUB-DOCUMENT-NUMBER: 20030088545
PGPUB-FILING-TYPE: new
DOCUMENT-IDENTIFIER: US 20030088545 A1

TITLE: System and method to implement a persistent and dismissible search center frame

PUBLICATION-DATE: May 8, 2003

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Subramaniam, Pavitra	Alameda	CA	US	

Zoss, Jason	Foster City	CA	US
Ying, Jian-Jung	Foster City	CA	US
Caltabiano, Marc	San Francisco	CA	US

US-CL-CURRENT: 707/3

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWIC	Draw. De
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☐ 13. Document ID: US 20030061061 A1

L2: Entry 13 of 34

File: PGPB

Mar 27, 2003

PGPUB-DOCUMENT-NUMBER: 20030061061
PGPUB-FILING-TYPE: new
DOCUMENT-IDENTIFIER: US 20030061061 A1

TITLE: Uniform data model

PUBLICATION-DATE: March 27, 2003

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Cox, Earl D.	Chapel Hill	NC	US	
Negri, Franco R.	Columbia	MD	US	

US-CL-CURRENT: 705/1

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWIC	Draw. De
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☐ 14. Document ID: US 20020174222 A1

L2: Entry 14 of 34

File: PGPB

Nov 21, 2002

PGPUB-DOCUMENT-NUMBER: 20020174222
PGPUB-FILING-TYPE: new
DOCUMENT-IDENTIFIER: US 20020174222 A1

TITLE: Behavior experts in e-service management

PUBLICATION-DATE: November 21, 2002

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Cox, Earl D.	Morrisville	NC	US	

US-CL-CURRENT: 709/224; 709/206, 717/104

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWIC	Draw. De
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☐ 15. Document ID: US 20020128991 A1

L2: Entry 15 of 34

File: PGPB

Sep 12, 2002

PGPUB-DOCUMENT-NUMBER: 20020128991

PGPUB-FILING-TYPE: new

DOCUMENT-IDENTIFIER: US 20020128991 A1

TITLE: Adaptive feedback control in e-service management

PUBLICATION-DATE: September 12, 2002

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Cox, Earl D.	Morrisville	NC	US	
Wang, Xindong	Columbia	MD	US	
Qiu, Shi-Yue	Ellicott City	MD	US	

US-CL-CURRENT: 706/52

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KMC	Draw D
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☐ 16. Document ID: US 20020120538 A1

L2: Entry 16 of 34

File: PGPB

Aug 29, 2002

PGPUB-DOCUMENT-NUMBER: 20020120538

PGPUB-FILING-TYPE: new

DOCUMENT-IDENTIFIER: US 20020120538 A1

TITLE: Multi-channel grants management system

PUBLICATION-DATE: August 29, 2002

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Corrie, Chris Royal	Fairfax	VA	US	
Colangelo, David Lawrence	Bristow	VA	US	
Martin, Christopher D.	Glen Allen	VA	US	

US-CL-CURRENT: 705/35

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KMC	Draw D
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☐ 17. Document ID: US 20020091533 A1

L2: Entry 17 of 34

File: PGPB

Jul 11, 2002

PGPUB-DOCUMENT-NUMBER: 20020091533

PGPUB-FILING-TYPE: new

DOCUMENT-IDENTIFIER: US 20020091533 A1

TITLE: Technique for automated e-business services

PUBLICATION-DATE: July 11, 2002

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Ims, Steven D.	Apex	NC	US	
Li, Yongcheng	Raleigh	NC	US	
Tan, Yih-Shin	Raleigh	NC	US	

US-CL-CURRENT: 705/1

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWIC	Draw D
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☐ 18. Document ID: US 20020087412 A1

L2: Entry 18 of 34

File: PGPB

Jul 4, 2002

PGPUB-DOCUMENT-NUMBER: 20020087412

PGPUB-FILING-TYPE: new

DOCUMENT-IDENTIFIER: US 20020087412 A1

TITLE: Method for post-sales customer retention

PUBLICATION-DATE: July 4, 2002

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Wood, Fay	Huntington Beach	CA	US	

US-CL-CURRENT: 705/15

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWIC	Draw D
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☐ 19. Document ID: US 20020077792 A1

L2: Entry 19 of 34

File: PGPB

Jun 20, 2002

PGPUB-DOCUMENT-NUMBER: 20020077792

PGPUB-FILING-TYPE: new

DOCUMENT-IDENTIFIER: US 20020077792 A1

TITLE: Early warning in e-service management systems

PUBLICATION-DATE: June 20, 2002

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Qiu, Shi-Yue	Ellicott City	MD	US	

US-CL-CURRENT: 703/2

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWC	Draw D
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☐ 20. Document ID: US 20020065879 A1

L2: Entry 20 of 34

File: PGPB

May 30, 2002

PGPUB-DOCUMENT-NUMBER: 20020065879

PGPUB-FILING-TYPE: new

DOCUMENT-IDENTIFIER: US 20020065879 A1

TITLE: Client server system with thin client architecture

PUBLICATION-DATE: May 30, 2002

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Ambrose, Jesse	San Jose	CA	US	
Arnalz, Gilberto	Redwood City	CA	US	
Coker, John L.	Hillsborough	CA	US	
Diec, Thanh	Sunnyvale	CA	US	
Hahn, Samuel Shin-Yi	Saratoga	CA	US	
Katchour, Ernst	Los Altos	CA	US	
Rothwein, Thomas M.	San Jose	CA	US	

US-CL-CURRENT: 709/203; 719/315

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWC	Draw D
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☐ 21. Document ID: US 20020059079 A1

L2: Entry 21 of 34

File: PGPB

May 16, 2002

PGPUB-DOCUMENT-NUMBER: 20020059079

PGPUB-FILING-TYPE: new

DOCUMENT-IDENTIFIER: US 20020059079 A1

TITLE: E-service business model

PUBLICATION-DATE: May 16, 2002

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Negri, Franco R.	Columbia	MD	US	

US-CL-CURRENT: 705/1

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWC	Draw D
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☐ 22. Document ID: US 20020023074 A1

L2: Entry 22 of 34

File: PGPB

Feb 21, 2002

PGPUB-DOCUMENT-NUMBER: 20020023074
PGPUB-FILING-TYPE: new
DOCUMENT-IDENTIFIER: US 20020023074 A1

TITLE: Knowledge assembly line

PUBLICATION-DATE: February 21, 2002

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Miller, Richard J.	Montesano	WA	US	
Sterling, Brian L.	Hoquiam	WA	US	

US-CL-CURRENT: 707/1; 707/104.1

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWIC	Draw D
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☐ 23. Document ID: US 6782391 B1

L2: Entry 23 of 34

File: USPT

Aug 24, 2004

US-PAT-NO: 6782391
DOCUMENT-IDENTIFIER: US 6782391 B1

TITLE: Intelligent knowledge base content categorizer (IKBCC)

DATE-ISSUED: August 24, 2004

INVENTOR-INFORMATION:

NAME	CITY	STATE	ZIP CODE	COUNTRY
Scher; Karen M.	Cranford	NJ		

US-CL-CURRENT: 707/102; 706/45, 706/50

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWIC	Draw D
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☐ 24. Document ID: US 6782383 B2

L2: Entry 24 of 34

File: USPT

Aug 24, 2004

US-PAT-NO: 6782383
DOCUMENT-IDENTIFIER: US 6782383 B2

TITLE: System and method to implement a persistent and dismissible search center frame

DATE-ISSUED: August 24, 2004

INVENTOR-INFORMATION:

NAME	CITY	STATE	ZIP CODE	COUNTRY
Subramaniam; Pavitra	Alameda	CA		
Zoss; Jason	Foster City	CA		
Ying; Jian-Jung	Foster City	CA		
Caltabiano; Marc	San Francisco	CA		

US-CL-CURRENT: 707/3; 707/9

Full	Title	Citation	Front	Review	Classification	Date	Reference			Claims	KWIC	Draw D
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☐ 25. Document ID: US 6763351 B1

L2: Entry 25 of 34

File: USPT

Jul 13, 2004

US-PAT-NO: 6763351

DOCUMENT-IDENTIFIER: US 6763351 B1

TITLE: Method, apparatus, and system for attaching search results

DATE-ISSUED: July 13, 2004

INVENTOR-INFORMATION:

NAME	CITY	STATE	ZIP CODE	COUNTRY
Subramaniam; Pavitra	Alameda	CA		
Zoss; Jason	Foster City	CA		
Ying; Jian-Jung	Foster City	CA		
Caltabiano; Marc	San Francisco	CA		

US-CL-CURRENT: 707/3

Full	Title	Citation	Front	Review	Classification	Date	Reference			Claims	KWIC	Draw D
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☐ 26. Document ID: US 6728702 B1

L2: Entry 26 of 34

File: USPT

Apr 27, 2004

US-PAT-NO: 6728702

DOCUMENT-IDENTIFIER: US 6728702 B1

TITLE: System and method to implement an integrated search center supporting a full-text search and query on a database

DATE-ISSUED: April 27, 2004

INVENTOR-INFORMATION:

NAME	CITY	STATE	ZIP CODE	COUNTRY
Subramaniam; Pavitra	Alameda	CA		

Zoss; Jason	Foster City	CA
Ying; Jian-Jung	Foster City	CA
Caltabiano; Marc	San Francisco	CA
Malden; Matthew S.	San Francisco	CA

US-CL-CURRENT: 707/3; 707/9

Full	Title	Citation	Front	Review	Classification	Date	Reference	Abstracts	Algorithms	Claims	KWIC	Draw D
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☐ 27. Document ID: US 6711565 B1

L2: Entry 27 of 34

File: USPT

Mar 23, 2004

US-PAT-NO: 6711565

DOCUMENT-IDENTIFIER: US 6711565 B1

TITLE: Method, apparatus, and system for previewing search results

DATE-ISSUED: March 23, 2004

INVENTOR-INFORMATION:

NAME	CITY	STATE	ZIP CODE	COUNTRY
Subramaniam; Pavitra	Alameda	CA		
Zoss; Jason	Foster City	CA		
Ying; Jian-Jung	Foster City	CA		
Caltabiano; Marc	San Francisco	CA		

US-CL-CURRENT: 707/3

Full	Title	Citation	Front	Review	Classification	Date	Reference	Abstracts	Algorithms	Claims	KWIC	Draw D
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☐ 28. Document ID: WO 200128130 A1, AU 200079931 A

L2: Entry 28 of 34

File: DWPI

Apr 19, 2001

DERWENT-ACC-NO: 2001-397566

DERWENT-WEEK: 200147

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TITLE: Resource use method for dynamic allocation of satellite spectrum resources and their efficient use supports connection and connectionless oriented service has each satellite with a resource allocation manager

INVENTOR: ARMBRUSTER, P J; CUTLER, V H ; SALE, D L

PRIORITY-DATA: 1999US-0414950 (October 8, 1999)

PATENT-FAMILY:

PUB-NO	PUB-DATE	LANGUAGE	PAGES	MAIN-IPC
WO 200128130 A1	April 19, 2001	E	021	H04B007/185
AU 200079931 A	April 23, 2001		000	H04B007/185

INT-CL (IPC): H04 B 7/185; H04 Q 7/38

Full	Title	Citation	Front	Review	Classification	Date	Reference	Attachments	Claims	KWIC	Draw D
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☐ 29. Document ID: US 2444074 A

L2: Entry 29 of 34

File: USOC

Jun 29, 1948

US-PAT-NO: 2444074

DOCUMENT-IDENTIFIER: US 2444074 A

TITLE: Portable coin collector for telephone systems

DATE-ISSUED: June 29, 1948

INVENTOR-NAME: DAMME LOUIS E VAN

US-CL-CURRENT: 379/143; 232/57.5

Full	Title	Citation	Front	Review	Classification	Date	Reference	Attachments	Claims	KWIC	Draw D
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☐ 30. Document ID: US 1734740 A

L2: Entry 30 of 34

File: USOC

Nov 5, 1929

US-PAT-NO: 1734740

DOCUMENT-IDENTIFIER: US 1734740 A

TITLE: Coin-controlled mechanism

DATE-ISSUED: November 5, 1929

INVENTOR-NAME: MORIN LOUIS H

US-CL-CURRENT: 194/251; 194/241, 194/256

Full	Title	Citation	Front	Review	Classification	Date	Reference	Attachments	Claims	KWIC	Draw D
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☐ 31. Document ID: US 1675196 A

L2: Entry 31 of 34

File: USOC

Jun 26, 1928

US-PAT-NO: 1675196

DOCUMENT-IDENTIFIER: US 1675196 A

TITLE: Package-sealing machine

DATE-ISSUED: June 26, 1928

INVENTOR-NAME: UTTZ SR WILLIAM A

US-CL-CURRENT: 493/372; 118/41, D19/69, D19/70

Full	Title	Citation	Front	Review	Classification	Date	Reference	Abstract	References	Claims	KWMC	Draw D
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☐ 32. Document ID: US 1484783 A

L2: Entry 32 of 34

File: USOC

Feb 26, 1924

US-PAT-NO: 1484783

DOCUMENT-IDENTIFIER: US 1484783 A

TITLE: Goated primary-cell electrode

DATE-ISSUED: February 26, 1924

INVENTOR-NAME: HEISE GEORGE W; BROKATE CLARENCE W

US-CL-CURRENT: 429/48, 429/166

Full	Title	Citation	Front	Review	Classification	Date	Reference	Abstract	References	Claims	KWMC	Draw D
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☐ 33. Document ID: US 1459003 A

L2: Entry 33 of 34

File: USOC

Jun 19, 1923

US-PAT-NO: 1459003

DOCUMENT-IDENTIFIER: US 1459003 A

TITLE: Means for equalizing transmission over lines of different electrical characteristics

DATE-ISSUED: June 19, 1923

INVENTOR-NAME: THOMPSON GEORGE K

US-CL-CURRENT: 381/180

Full	Title	Citation	Front	Review	Classification	Date	Reference	Abstract	References	Claims	KWMC	Draw D
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☐ 34. Document ID: US 1456051 A

L2: Entry 34 of 34

File: USOC

May 22, 1923

US-PAT-NO: 1456051

DOCUMENT-IDENTIFIER: US 1456051 A

TITLE: Centrifugal pump

DATE-ISSUED: May 22, 1923

INVENTOR-NAME: DOUGLAS CARTER WILLIAM

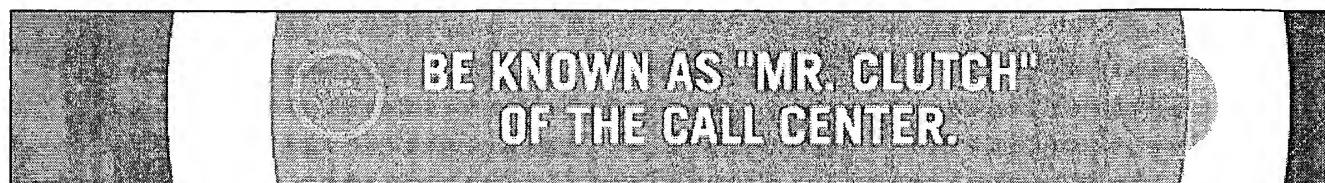
US-CL-CURRENT: 415/94; 235/61B, 415/126, 415/167.1, 415/199.1, 415/201, 415/99

Full	Title	Citation	Front	Review	Classification	Date	Reference	Abstract	Claims	KWIC	Draw D
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Clear	Generate Collection	Print	Fwd Refs	Bkwd Refs	Generate OACS
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Terms	Documents
eservice	34

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The Evolution of Knowledge Management

By Adam Throne

04/01/2000 12:00 AM EST

URL: <http://www.callcentermagazine.com/shared/article/showArticle.jhtml?articleId=8701577>

When you make a knowledge base available from your Web site, you make it easy for your company to update information about the products you offer and you give your customers a way to access this information.

Knowledge bases used to be the domain of help desks, but with the proliferation of corporate intranets in many different types of businesses, including call centers, all parts of a company can publish information they possess on-line. Unlike customer relationship management software, which enables a company to look up information about customers, knowledge management refers to software that makes it easy for customers and agents to look up information about your company.

Companies can use knowledge management tools to give customers the option of looking up answers to questions that they ask most frequently. Companies can apply knowledge management to the creation of service manuals that agents view from their Web browsers. But you may not necessarily want to let customers view the same information that you allow agents to look up. Matt Harbin, senior VP of knowledge management for **Technology Solutions** (TSC; Chicago, IL), recommends that companies establish security measures to make sure information is available only to the agents, customers or business partners who need to see it. TSC is a systems integrator that offers knowledge management software.

Creating a knowledge management system can be a strategic challenge in itself, says John Heath, senior product marketing manager of **Peregrine Systems** (San Diego, CA), the parent company of knowledge management software company **Knowlix** (Draper, UT). "You must do things in a call center with technology that won't inhibit a knowledge-sharing culture," he points out.

Like customer relationship management, knowledge management is a process, not an end in itself. "Rather than a goal, it's a tool that allows customers to get the service they need," says Brian Ladyman, director of corporate marketing for **Primus** (Seattle, WA), a company that recently introduced e-mail routing software to complement its tools for building knowledge bases.

Although on-line knowledge bases simplify the way that customers and agents can look up information, the process of implementing knowledge management requires that you plan how you partition your knowledge bases. "You need to break it into digestible chunks," advises Daren Nelson, founder and CEO of **GWI Software** (Vancouver, WA), a company that provides a knowledge management module within a suite of customer data management tools.

"Companies that don't develop effective e-service wind up spending more on customer support than competitors and as much as 20 times more per incident," says Greg Gianforte, CEO of **Right Now Technologies** (Bozeman, MT), a firm whose software includes tools for building on-line lists of answers to frequently-asked questions.

Companies that use knowledge management software have the responsibility of updating on-line information regularly and applying the same care to it that they do to the hard-copy documents they distribute to the public. "It's like publishing a book," says GWI's Nelson. "Writers submit it and put a face on it that is usable by the general public. People then have to make sense of it, so it must remain fresh and current. If it is not massaged and readable by the general audience, it won't be of any value."

Right Now Technologies' Gianforte agrees, adding that a company can run the risk of creating an on-line knowledge base whose content reflects what members of the company believe to be important rather than what customers need.

Michael Charney, product director at **ServiceWare** (Oakmont, PA), says that as knowledge management moves beyond the immediate realm of tech support, it places greater demands on other parts of a company.

"They must get to another point from any one point, and they have to be able to escalate to the next level if they cannot find answers," asserts Charney. "For example, you can deliver knowledge through tools, but what you deliver may depend on some other department. Bringing in technology will not necessarily wake people up to contribute just because there is new technology under their roof."

ServiceWare offers a set of pre-packaged knowledge bases for solving problems with products from software companies that include **Apple**, **Novell** and **Microsoft**. Known as Knowledge-Paks, these tools complement ServiceWare's tools for creating knowledge bases.

Peregrine's Heath agrees that the overall purpose of knowledge management tools is to simplify the process that agents and customers use to gather information about all parts of a company. Such efficiency not only reduces the time companies devote to answering questions. It also cuts down on the time they need to train agents. Heath points out that **Lockheed Martin** was able to reduce training time for support reps by half after it installed Knowlix's software. "The average help desk tenure up until that time was 11

months, with five to six months to train them. We helped cut this down."

Terry Holland, a product manager at **Remedy** (Mountain View, CA), finds that when businesses employ knowledge management successfully, they can shorten the amount of training time for new support reps.

Right Now's Gianforte concurs, and observes that knowledge management systems make agents' jobs "more challenging."

"A traditional call center is measured in how many calls it gets and how many it has helped," he says. "Now we are able to reward agents who actually answer a question and recognize their ability to update the content of a Web site."

Different Approaches to Knowledge ManagementPrimus' suite of knowledge management software includes a module known as eServer, which functions as the knowledge base and enables your company to tap into third-party knowledge bases. Primus' eSupport gives your customers access to all or some of your on-line knowledge base. In addition, Primus also offers Primus Interchange, an optional module that routes e-mail messages to agents and gives you options for generating automated responses.

Primus' Ladyman says that Primus uses its own products to enable visitors to its Web site to look up information about the company's products.

ServiceWare's rightanswers.com is an on-line service that functions as a more frequently-updated version of the company's Knowledge-Paks. Help desks can use the basic version of this service to find out the latest information about how to resolve issues with software from companies that include Apple, Microsoft and Novell. rightanswers.com starts at \$500 for the basic service. If you need assistance resolving problems associated with certain products, such as those from SAP, there is an additional cost of \$250. You can sign up for free 15-day trials of the service by visiting www.rightanswers.com.

Another option available from ServiceWare is eService Suite, software for building your own knowledge bases besides those that ServiceWare offers. eService Suite starts at \$50,000 and includes the basic version of the rightanswers.com service.

Although this article focuses on knowledge management tools for call centers that communicate with customers, keep in mind that companies can use on-line knowledge bases to assist employees and customers with technical issues. Remedy, for example, is best known for offering software that helps companies resolve internal support problems, and it is among the companies that re-sell ServiceWare's Knowledge-Paks.

GWI's GWI Collaborative Front Office includes a module called c.Knowledge, a knowledge base that includes more than 24,000 solutions to software problems that help desk reps most frequently encounter. This

module, as well as other modules within GWI Collaborative Front Office, works with **IBM's** Domino Web server software.

GWIs Nelson says that c.Knowledge presents a series of questions to support reps or customers to help them narrow down what they're looking for.

"End users won't know key words or phrases, so we can't expect them to use the same tool as support," he explains. "The question and answer interface leads them to a solution." The cost of GWI Collaborative Front Office starts at \$7,000 per module and goes up to \$150,000 if you allow an unlimited number of customers and support reps to view your company's knowledge bases.

Applied Innovation Management (AIM; Fremont, CA) offers several knowledge management products. Its HelpDesk Expert is an on-line tool for tracking and assigning support requests, as well as for building knowledge bases and lists of frequently-asked questions. Visitors to your Web site can generate trouble tickets by sending e-mail to a primary address that you use to collect requests for technical help. The software automatically generates trouble tickets from these e-mail messages.

With HelpDesk Expert, you categorize different types of problems and indicate the groups of agents to whom you assign these problems. The software enables you to report on the number of problems of each type your help desk resolves. HelpDesk Expert starts at \$1,500 for a minimum of three seats.

Silknet's (Manchester, NH) eBusiness System lets you determine which portions of your on-line knowledge base customers, agents and your company's business can view. The cost of this system is \$150,000 and will soon be available from **Kana Communications** (Redwood City, CA), which was in the process of acquiring Silknet at press time.

Knowlix offers iKnowAuthor for creating knowledge bases, iKnowWeb for making these knowledge bases available on-line and iKnowBuilder for incorporating electronic documents into your knowledge base. The more often support reps or customers refer to specific items in your knowledge base to answer their questions, the higher the ranking the software assigns to these items.

Inference's (San Francisco, CA) k-Commerce Support Enterprise enables you to incorporate existing solutions to problems within suggestions for responses, which it presents to support reps who receive e-mail or live text messages from your customers.

Inference offers k-Commerce Enterprise for \$0.25 per inquiry or for \$2,500 per seat. The company can also host the software from its servers at a cost of \$0.40 per inquiry.

Right Now Technologies' Right Now Web 3.1 lets customers indicate how

successfully a particular suggestion resolved their technical problems, whether it comes from your on-line knowledge base or your on-line list of answers to frequently-asked questions. The best suggestions ultimately appear on the top of the list as a result of this cumulative feedback. The cost of the software starts at \$29,995 and it includes two years of updates and support. Right Now can also host the software at a monthly cost of \$5,000 per server.

The Role of Routing In addition to enabling customers to view your company's on-line knowledge bases, an increasing number of knowledge management software products allow on-line customers to send electronic messages to agents at your center.

Interactive Intelligence (Indianapolis, IN), for example, offers e-FAQ. Here's how it works. A customer requests information by sending an e-mail message to a generic e-mail address that appears on your Web site, such as info@company.com. The software automatically responds with an e-mail message that contains a list of answers to questions that your center receives most often. If these answers aren't sufficient, the software directs the customer's on-line inquiry to specific agents. e-FAQ starts at \$5,000 per e-mail server.

"Anyone with e-mail can be an author," explains David Fuller, call center product marketing manager for Interactive Intelligence. "The system looks up and matches parts of speech, keywords and synonyms, and is sent back in a very personalized way. When the system can't find a match, or a reply is insufficient, it is sent to a specific mailbox for an expert to look up."

Servicesoft Technologies (Natick, MA) offers eCenter, which lets customers direct e-mail messages and live text messages to agents if they need more information than what is currently available on your on-line knowledge base.

Jeff Whitney, Servicesoft Technologies' VP of marketing, acknowledges that e-mail presents some limitations for customers who need answers right away. "It's like leaving a message on an answering machine and then having someone get back to you," he says.

That is why he recommends that companies focus on building knowledge bases that present enough information on their Web sites so that customers can find what they're looking for by themselves. "Eighty percent of knowledge management should be self-service to empower you to answer your own questions 24 hours a day, seven days a week," advises Whitney.

New Directions for Knowledge Management Peter Dorfman, founder of the consulting firm **KnowledgeFarm** (Lebanon, NJ), says that knowledge management offers numerous tangible benefits, including more and faster sales, greater customer satisfaction, greater margins on each sale and higher first-call problem resolution rates.

Dorfman is a former marketing manager for **Molloy Group**, which developed

software that applied pattern recognition to categorizing tech support problems. Last year, ServiceWare acquired Molloy Group and incorporated that company's problem-solving methodology into the way it builds on-line knowledge bases.

Dorfman finds that companies often create knowledge bases with the assumption that they already know in advance how to categorize customers' requests for information, including those for help in resolving technical problems.

"My argument is that this approach is backwards," he says. "If you have a symptom, you must start with the symptom and work your way back. A search is what everyone is used to, but you don't always get what you need. It works for a knowledgeable person, but not for the rest of us."

He warns that companies risk running out of space to store answers to questions or resolutions of previous technical problems because of the number and complexity of issues that their support operations deal with. "The problem is that there is no new technology or technological advances and no particular leaps of technological brilliance on the Web," says Dorfman. "You can do some of this with HTML, but the problem is that you tend to run out of patterns you can recognize."

One way to resolve this issue, Dorfman says, involves using software to recognize patterns associated with support requests. He argues that a "backward search," as he describes it, is intuitively correct and performs a better job of narrowing down possible solutions to problems.

"The methodology of case-based reasoning is labor-intensive, but this is something companies must decide when looking at their own domain," suggests Dorfman. To this end, he feels that hybrid methods of organizing on-line information that combine case-based reasoning with other approaches, such as pattern recognition, are best. "They can prioritize the results that you get. To this end, case-based reasoning models have adapted this," he points out.



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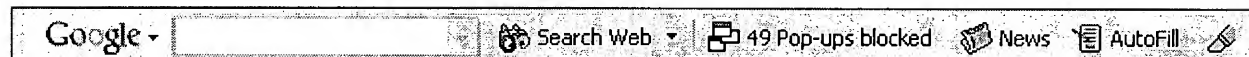
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US-PAT-NO: 6778863

DOCUMENT-IDENTIFIER: US 6778863 B1

TITLE: Information technology system for the definition, optimization and control of processes

DATE-ISSUED: August 17, 2004

INVENTOR-INFORMATION:

NAME	CITY	STATE	ZIP CODE	COUNTRY
Lienhard; Heinz	Zug			CH
Buetler; Bruno	Sins			CH
Poli; Marco	Rotkreuz			CH
Weiss; Reto	Kuessnacht			CH
Kuenzi; Urs-Martin	Zurich			CH
Pentus; Mati	Moscow			RU

US-CL-CURRENT: 700/32; 700/10, 700/17, 700/28, 700/65, 700/83, 700/9, 704/8

Full	Title	Citation	Front	Review	Classification	Date	Reference	Abstract	References	Claims	KWIC	Draw. De
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☐ 6. Document ID: US 6581049 B1

L10: Entry 6 of 7

File: USPT

Jun 17, 2003

US-PAT-NO: 6581049

DOCUMENT-IDENTIFIER: US 6581049 B1

**** See image for Certificate of Correction ****

TITLE: Artificial neurons including power series of weights and counts that represent prior and next association

DATE-ISSUED: June 17, 2003

INVENTOR-INFORMATION:

NAME	CITY	STATE	ZIP CODE	COUNTRY
Aparicio, IV; Manuel	Chapel Hill	NC		
Fleming; James S.	Apex	NC		
Ariely; Dan	Cambridge	MA		

US-CL-CURRENT: 706/39

Full	Title	Citation	Front	Review	Classification	Date	Reference	Abstract	References	Claims	KWIC	Draw. De
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☐ 7. Document ID: US 6411936 B1

L10: Entry 7 of 7

File: USPT

Jun 25, 2002

US-PAT-NO: 6411936

DOCUMENT-IDENTIFIER: US 6411936 B1

TITLE: Enterprise value enhancement system and method

DATE-ISSUED: June 25, 2002

INVENTOR-INFORMATION:

US-CL-CURRENT: 705/10; 705/1, 705/500, 705/7

Refine Search

Search Results -

Terms	Documents
L2 and intelligent adj agents	15

Database:

US Pre-Grant Publication Full-Text Database
 US Patents Full-Text Database
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Search:

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DATE: Wednesday, September 15, 2004 [Printable Copy](#) [Create Case](#)

<u>Set Name</u> side by side	<u>Query</u>	<u>Hit Count</u>	<u>Set Name</u> result set
<i>DB=PGPB,USPT,USOC,EPAB,JPAB,DWPI,TDBD; PLUR=NO; OP=OR</i>			
<u>L6</u>	L2 and intelligent adj agents	15	<u>L6</u>
<u>L5</u>	L4 and intelligent adj agents	0	<u>L5</u>
<u>L4</u>	L2 and electronic adj service	1	<u>L4</u>
<u>L3</u>	L2 and eservice	7	<u>L3</u>
<u>L2</u>	ecommerce and goods and services	267	<u>L2</u>
<u>L1</u>	"all goods and services"	0	<u>L1</u>

END OF SEARCH HISTORY

Day
: Wednesday
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Time : 11:58:44
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Special Amended Cases

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Name : **HOLMES, MICHAEL**

Examiner Number : 78360

Group Art Unit : 2121

Special Amended Cases :4

Application #	Fwd-to-Exmr	Status	Loc	ChgTo Loc	Class	SubClass	Unavail	Type
09/709435	06/03/2004	80	21M1		706	045.000	-	AF
10/100748 IFW IMAGE	07/21/2004	80	e	e	700	060.000	-	AF
PCT/US02/10813	01/01/0001	266	21P2	21E1	716	016.000	-	PCT
PCT/US02/10813	04/29/2004	266	21P2	21E1	716	016.000	-	OTHER

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L26 and hierarch\$5 and intelligen\$6	4

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(eservice or ebusiness) and management
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result set

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<u>L28</u>	L26 and hierarch\$5 and intelligen\$6	4	<u>L28</u>
<u>L27</u>	L26 and intelligen\$6	19	<u>L27</u>
<u>L26</u>	eservice\$4	42	<u>L26</u>
<u>L25</u>	L19 and electronic and services and internet	152	<u>L25</u>
<u>L24</u>	L19 and electronic and services	152	<u>L24</u>
<u>L23</u>	L18 and electronic and services	191	<u>L23</u>
<u>L22</u>	L18 and back adj propogating	0	<u>L22</u>
<u>L21</u>	L19 and back adj propogating	0	<u>L21</u>
<u>L20</u>	L19 and feed adj forward	0	<u>L20</u>
<u>L19</u>	L18 and feedback	163	<u>L19</u>
<u>L18</u>	hierarchi\$6 and management adj system and intelligent adj agent	214	<u>L18</u>
<u>L17</u>	L9 and intelligent adj agents	1	<u>L17</u>
<u>L16</u>	09/798,964	7	<u>L16</u>
<u>L15</u>	09/798,964.pn.	0	<u>L15</u>

<u>L14</u>	L13 and hierarch\$6	24	<u>L14</u>
<u>L13</u>	L9 and management adj system	73	<u>L13</u>
<u>L12</u>	L10 and feedback and feed adj forward	0	<u>L12</u>
<u>L11</u>	L10 and goods near services	0	<u>L11</u>
<u>L10</u>	L9 and ecommerce	4	<u>L10</u>
<u>L9</u>	"electronic service"	610	<u>L9</u>
<u>L8</u>	eservice	34	<u>L8</u>
<u>L7</u>	6,411,936.pn.	2	<u>L7</u>
<u>L6</u>	L2 and intelligent adj agents	15	<u>L6</u>
<u>L5</u>	L4 and intelligent adj agents	0	<u>L5</u>
<u>L4</u>	L2 and electronic adj service	1	<u>L4</u>
<u>L3</u>	L2 and eservice	7	<u>L3</u>
<u>L2</u>	ecommerce and goods and services	267	<u>L2</u>
<u>L1</u>	"all goods and services"	0	<u>L1</u>

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☐ 1. Document ID: US 20040103040 A1

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L6: Entry 1 of 15

File: PGPB

May 27, 2004

PGPUB-DOCUMENT-NUMBER: 20040103040

PGPUB-FILING-TYPE: new

DOCUMENT-IDENTIFIER: US 20040103040 A1

TITLE: System, method and computer program product for a law community service system

PUBLICATION-DATE: May 27, 2004

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Ronaghi, Mostafa	Palo Alto	CA	US	
Tousi, Cameron H.	North Bethesda	MD	US	

US-CL-CURRENT: 705/26

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWIC	Draw. De
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☐ 2. Document ID: US 20040064351 A1

L6: Entry 2 of 15

File: PGPB

Apr 1, 2004

PGPUB-DOCUMENT-NUMBER: 20040064351

PGPUB-FILING-TYPE: new

DOCUMENT-IDENTIFIER: US 20040064351 A1

TITLE: Increased visibility during order management in a network-based supply chain environment

PUBLICATION-DATE: April 1, 2004

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Mikurak, Michael G.	Gulfport	FL	US	

US-CL-CURRENT: 705/7

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KMC	Draw De
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☐ 3. Document ID: US 20030163787 A1

L6: Entry 3 of 15

File: PGPB

Aug 28, 2003

PGPUB-DOCUMENT-NUMBER: 20030163787

PGPUB-FILING-TYPE: new

DOCUMENT-IDENTIFIER: US 20030163787 A1

TITLE: Virtual token

PUBLICATION-DATE: August 28, 2003

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Hay, Brian Robert	New South Wales		AU	
Hibberd, Timothy Winston	New South Wales		AU	
Leenders, Ronald George	New South Wales		AU	
Kinder, Richard David	New South Wales		AU	

US-CL-CURRENT: 715/522

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KMC	Draw De
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☐ 4. Document ID: US 20030158960 A1

L6: Entry 4 of 15

File: PGPB

Aug 21, 2003

PGPUB-DOCUMENT-NUMBER: 20030158960

PGPUB-FILING-TYPE: new

DOCUMENT-IDENTIFIER: US 20030158960 A1

TITLE: System and method for establishing a privacy communication path

PUBLICATION-DATE: August 21, 2003

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Engberg, Stephan J.			US	

US-CL-CURRENT: 709/237; 709/228

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KMC	Draw De
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☐ 5. Document ID: US 20030061061 A1

L6: Entry 5 of 15

File: PGPB

Mar 27, 2003

PGPUB-DOCUMENT-NUMBER: 20030061061
PGPUB-FILING-TYPE: new
DOCUMENT-IDENTIFIER: US 20030061061 A1

TITLE: Uniform data model

PUBLICATION-DATE: March 27, 2003

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Cox, Earl D.	Chapel Hill	NC	US	
Negri, Franco R.	Columbia	MD	US	

US-CL-CURRENT: 705/1

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWMC	Draw D
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☐ 6. Document ID: US 20020169658 A1

L6: Entry 6 of 15

File: PGPB

Nov 14, 2002

PGPUB-DOCUMENT-NUMBER: 20020169658
PGPUB-FILING-TYPE: new
DOCUMENT-IDENTIFIER: US 20020169658 A1

TITLE: System and method for modeling and analyzing strategic business decisions

PUBLICATION-DATE: November 14, 2002

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Adler, Richard M.	Winchester	MA	US	

US-CL-CURRENT: 705/10

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWMC	Draw D
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☐ 7. Document ID: US 20020049622 A1

L6: Entry 7 of 15

File: PGPB

Apr 25, 2002

PGPUB-DOCUMENT-NUMBER: 20020049622
PGPUB-FILING-TYPE: new
DOCUMENT-IDENTIFIER: US 20020049622 A1

TITLE: Vertical systems and methods for providing shipping and logistics services, operations and products to an industry

PUBLICATION-DATE: April 25, 2002

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Lettich, Anthony R.	Johnson City	TN	US	
Dale, Barry W.	Dunwoody	GA	US	
Bledsoe, Mark F.	Weber City	VA	US	
Buehler, Fred A.	Kingsport	TN	US	
Mehta, Rajesh U.	Kingsport	TN	US	
Schweizer, Beat	Smyrna	GA	US	

US-CL-CURRENT: 705/7

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KMC	Draw D
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☐ 8. Document ID: US 20010037255 A1

L6: Entry 8 of 15

File: PGPB

Nov 1, 2001

PGPUB-DOCUMENT-NUMBER: 20010037255
PGPUB-FILING-TYPE: new
DOCUMENT-IDENTIFIER: US 20010037255 A1

TITLE: Systems and methods for providing products and services to an industry market

PUBLICATION-DATE: November 1, 2001

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Tambay, Roger	Quebec	TN	CA	
Lettich, Anthony Richard	Johnson City		US	

US-CL-CURRENT: 705/26; 705/8

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KMC	Draw D
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☐ 9. Document ID: US 6697824 B1

L6: Entry 9 of 15

File: USPT

Feb 24, 2004

US-PAT-NO: 6697824
DOCUMENT-IDENTIFIER: US 6697824 B1
** See image for Certificate of Correction **

TITLE: Relationship management in an E-commerce application framework

DATE-ISSUED: February 24, 2004

INVENTOR-INFORMATION:

NAME	CITY	STATE	ZIP CODE	COUNTRY
Bowman-Amuah; Michel K.	Colorado Springs	CO		

US-CL-CURRENT: 709/229; 709/223

Full	Title	Citation	Front	Review	Classification	Date	Reference	Abstracts	Abstracts	Claims	KWIC	Drawings
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☐ 10. Document ID: US 6671818 B1

L6: Entry 10 of 15

File: USPT

Dec 30, 2003

US-PAT-NO: 6671818

DOCUMENT-IDENTIFIER: US 6671818 B1

**** See image for Certificate of Correction ****

TITLE: Problem isolation through translating and filtering events into a standard object format in a network based supply chain

DATE-ISSUED: December 30, 2003

INVENTOR-INFORMATION:

NAME	CITY	STATE	ZIP CODE	COUNTRY
Mikurak; Michael G.	Hamilton	NJ		

US-CL-CURRENT: 714/4; 714/43, 714/48

Full	Title	Citation	Front	Review	Classification	Date	Reference	Abstracts	Abstracts	Claims	KWIC	Drawings
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☐ 11. Document ID: US 6606744 B1

L6: Entry 11 of 15

File: USPT

Aug 12, 2003

US-PAT-NO: 6606744

DOCUMENT-IDENTIFIER: US 6606744 B1

**** See image for Certificate of Correction ****

TITLE: Providing collaborative installation management in a network-based supply chain environment

DATE-ISSUED: August 12, 2003

INVENTOR-INFORMATION:

NAME	CITY	STATE	ZIP CODE	COUNTRY
Mikurak; Michael G.	Hamilton	NJ		

US-CL-CURRENT: 717/174; 705/26, 717/178

Full	Title	Citation	Front	Review	Classification	Date	Reference	Abstracts	Abstracts	Claims	KWIC	Drawings
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☐ 12. Document ID: US 6401085 B1

L6: Entry 12 of 15

File: USPT

Jun 4, 2002

US-PAT-NO: 6401085

DOCUMENT-IDENTIFIER: US 6401085 B1

TITLE: Mobile communication and computing system and method

DATE-ISSUED: June 4, 2002

INVENTOR-INFORMATION:

NAME	CITY	STATE	ZIP CODE	COUNTRY
Gershman; Anatole Vitaly	Chicago	IL		
Swaminathan; Kishore Sundaram	Downers Grove	IL		
Meyers; James L.	Chicago	IL		
Fano; Andrew Ernest	Evanston	IL		

US-CL-CURRENT: 707/4; 705/2, 707/10, 707/3, 709/223, 709/226

Full	Title	Citation	Front	Review	Classification	Date	Reference			Claims	KWIC	Draw D
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☐ 13. Document ID: US 6356905 B1

L6: Entry 13 of 15

File: USPT

Mar 12, 2002

US-PAT-NO: 6356905

DOCUMENT-IDENTIFIER: US 6356905 B1

TITLE: System, method and article of manufacture for mobile communication utilizing an interface support framework

DATE-ISSUED: March 12, 2002

INVENTOR-INFORMATION:

NAME	CITY	STATE	ZIP CODE	COUNTRY
Gershman; Anatole Vitaly	Chicago	IL		
Swaminathan; Kishore Sundaram	Downers Grove	IL		
Meyers; James L.	Chicago	IL		
Fano; Andrew Ernest	Evanston	IL		

US-CL-CURRENT: 707/10; 705/26, 705/35, 707/102, 707/3, 707/5, 709/203, 709/219

Full	Title	Citation	Front	Review	Classification	Date	Reference			Claims	KWIC	Draw D
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☐ 14. Document ID: US 6317718 B1

L6: Entry 14 of 15

File: USPT

Nov 13, 2001

US-PAT-NO: 6317718

DOCUMENT-IDENTIFIER: US 6317718 B1

TITLE: System, method and article of manufacture for location-based filtering for shopping agent in the physical world

DATE-ISSUED: November 13, 2001

INVENTOR-INFORMATION:

NAME	CITY	STATE	ZIP CODE	COUNTRY
Fano; Andrew Ernest	Evanston	IL		

US-CL-CURRENT: 705/1; 705/14

Full	Title	Citation	Front	Review	Classification	Date	Reference	Abstract	Claims	KWIC	Draw D
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☐ 15. Document ID: US 6199099 B1

L6: Entry 15 of 15

File: USPT

Mar 6, 2001

US-PAT-NO: 6199099

DOCUMENT-IDENTIFIER: US 6199099 B1

TITLE: System, method and article of manufacture for a mobile communication network utilizing a distributed communication network

DATE-ISSUED: March 6, 2001

INVENTOR-INFORMATION:

NAME	CITY	STATE	ZIP CODE	COUNTRY
Gershman; Anatole Vitaly	Chicago	IL		
Swaminathan; Kishore Sundaram	Downers Grove	IL		
Meyers; James L.	Chicago	IL		
Fano; Andrew Ernest	Evanston	IL		

US-CL-CURRENT: 709/203; 345/966, 345/968, 707/104.1, 707/3, 709/201, 709/217, 709/225

Full	Title	Citation	Front	Review	Classification	Date	Reference	Abstract	Claims	KWIC	Draw D
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☐ 1. Document ID: US 20030225839 A1

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L14: Entry 1 of 24

File: PGPB

Dec 4, 2003

PGPUB-DOCUMENT-NUMBER: 20030225839

PGPUB-FILING-TYPE: new

DOCUMENT-IDENTIFIER: US 20030225839 A1

TITLE: Knowledge router

PUBLICATION-DATE: December 4, 2003

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Kopunovic, Dragan	Toronto		CA	
Achber, Mark	Thornhill		CA	
Marjanovic, Vojislav	Mississauga		CA	

US-CL-CURRENT: 709/206

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWIC	Draw. De
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☐ 2. Document ID: US 20030225607 A1

L14: Entry 2 of 24

File: PGPB

Dec 4, 2003

PGPUB-DOCUMENT-NUMBER: 20030225607

PGPUB-FILING-TYPE: new

DOCUMENT-IDENTIFIER: US 20030225607 A1

TITLE: Commoditized information management system providing role aware, extended relationship, distributed workflows

PUBLICATION-DATE: December 4, 2003

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Kopunovic, Dragan	Toronto		CA	
Achber, Mark	Thornhill		CA	
Marjanovic, Vojislav	Mississauga		CA	

US-CL-CURRENT: 705/9

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWIC	Draw D
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☐ 3. Document ID: US 20030182234 A1

L14: Entry 3 of 24

File: PGPB

Sep 25, 2003

PGPUB-DOCUMENT-NUMBER: 20030182234

PGPUB-FILING-TYPE: new

DOCUMENT-IDENTIFIER: US 20030182234 A1

TITLE: Method and system for document presentment between generic publishers and generic subscribers

PUBLICATION-DATE: September 25, 2003

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Degroot, John	Toronto		CA	

US-CL-CURRENT: 705/51

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWIC	Draw D
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☐ 4. Document ID: US 20030172175 A1

L14: Entry 4 of 24

File: PGPB

Sep 11, 2003

PGPUB-DOCUMENT-NUMBER: 20030172175

PGPUB-FILING-TYPE: new

DOCUMENT-IDENTIFIER: US 20030172175 A1

TITLE: System for standardizing updates of data on a plurality of electronic devices

PUBLICATION-DATE: September 11, 2003

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
McCormack, Jonathan I.	Charlotte	NC	US	
Boerries, Marco	Los Altos Hills	CA	US	
Liu, Chuang-Chun	San Jose	CA	US	

US-CL-CURRENT: 709/232

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWIC	Draw D
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☐ 5. Document ID: US 20030135464 A1

L14: Entry 5 of 24

File: PGPB

Jul 17, 2003

PGPUB-DOCUMENT-NUMBER: 20030135464
PGPUB-FILING-TYPE: new
DOCUMENT-IDENTIFIER: US 20030135464 A1

TITLE: Digital content distribution using web broadcasting services

PUBLICATION-DATE: July 17, 2003

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Mourad, Magda	Yorktown Heights	NY	US	
Munson, Joseph P.	Putnam Valley	NY	US	
Pacifici, Giovanni	New York	NY	US	
Tantawy, Ahmed	Yorktown Heights	NY	US	
Youssef, Alaa S.	Jefferson	NY	US	

US-CL-CURRENT: 705/50

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWIC	Draw D
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☐ 6. Document ID: US 20030110130 A1

L14: Entry 6 of 24

File: PGPB

Jun 12, 2003

PGPUB-DOCUMENT-NUMBER: 20030110130
PGPUB-FILING-TYPE: new
DOCUMENT-IDENTIFIER: US 20030110130 A1

TITLE: Method and system for delivering encrypted content with associated geographical-based advertisements

PUBLICATION-DATE: June 12, 2003

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Pelletier, Michael C.	Coral Springs	FL	US	

US-CL-CURRENT: 705/50

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWIC	Draw D
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☐ 7. Document ID: US 20030105718 A1

L14: Entry 7 of 24

File: PGPB

Jun 5, 2003

PGPUB-DOCUMENT-NUMBER: 20030105718
PGPUB-FILING-TYPE: new
DOCUMENT-IDENTIFIER: US 20030105718 A1

TITLE: SECURE ELECTRONIC CONTENT DISTRIBUTION ON CDS AND DVDS

PUBLICATION-DATE: June 5, 2003

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
HURTADO, MARCO M.	BOCA RATON	FL	US	
MILSTED, KENNETH L.	BOYNTON BEACH	FL	US	
GRUSE, GEORGE G.	LIGHTHOUSE POINT	FL	US	
DOWNS, EDGAR	FT. LAUDERDALE	FL	US	
LEHMAN, CHRISTOPHER T.	DELRAY BEACH	FL	US	
SPAGNA, RICHARD L.	BOCA RATON	FL	US	
LOTSPIECH, JEFFREY B.	SAN JOSE	CA	US	

US-CL-CURRENT: 705/51

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KMC	Draw. De
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☐ 8. Document ID: US 20030028389 A1

L14: Entry 8 of 24

File: PGPB

Feb 6, 2003

PGPUB-DOCUMENT-NUMBER: 20030028389

PGPUB-FILING-TYPE: new

DOCUMENT-IDENTIFIER: US 20030028389 A1

TITLE: Modeling toll for electronic services and associated methods

PUBLICATION-DATE: February 6, 2003

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Casati, Fabio	Palo Alto	CA	US	
Shan, Ming-Chien	Saratoga	CA	US	
Sayal, Mehmet	Sunnyvale	CA	US	

US-CL-CURRENT: 705/1

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KMC	Draw. De
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☐ 9. Document ID: US 20020174182 A1

L14: Entry 9 of 24

File: PGPB

Nov 21, 2002

PGPUB-DOCUMENT-NUMBER: 20020174182

PGPUB-FILING-TYPE: new

DOCUMENT-IDENTIFIER: US 20020174182 A1

TITLE: Real time electronic service interaction management system and method

PUBLICATION-DATE: November 21, 2002

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Wilkinson, William K.	Sunnyvale	CA	US	
Singh, Vineet	Cupertino	CA	US	
Beyer, Dirk M.	Mountain View	CA	US	

US-CL-CURRENT: 709/205; 709/206

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWC	Draw D
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☐ 10. Document ID: US 20020107803 A1

L14: Entry 10 of 24

File: PGPB

Aug 8, 2002

PGPUB-DOCUMENT-NUMBER: 20020107803

PGPUB-FILING-TYPE: new

DOCUMENT-IDENTIFIER: US 20020107803 A1

TITLE: Method and system of preventing unauthorized rerecording of multimedia content

PUBLICATION-DATE: August 8, 2002

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Lisanke, Michael G.	Boynton Beach	FL	US	
Milsted, Kenneth L.	Boynton Beach	FL	US	
Nusser, Stefan	Mountain View	CA	US	
Tantlinger, Bruce A.	Boynton Beach	FL	US	
Wilhelm, George W. JR.	Endwell	NY	US	

US-CL-CURRENT: 705/51

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWC	Draw D
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☐ 11. Document ID: US 20020002468 A1

L14: Entry 11 of 24

File: PGPB

Jan 3, 2002

PGPUB-DOCUMENT-NUMBER: 20020002468

PGPUB-FILING-TYPE: new

DOCUMENT-IDENTIFIER: US 20020002468 A1

TITLE: Method and system for securing local database file of local content stored on end-user system

PUBLICATION-DATE: January 3, 2002

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Spagna, Richard L.	Boca Raton	FL	US	
Zhao, Ting	Coral Springs	FL	US	
Geisler, Douglas R.	Boca Raton	FL	US	
Mahlbacher, James C.	Lake Worth	FL	US	

US-CL-CURRENT: 705/1; 705/51

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWIC	Draw. De
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☐ 12. Document ID: US 6785892 B1

L14: Entry 12 of 24

File: USPT

Aug 31, 2004

US-PAT-NO: 6785892

DOCUMENT-IDENTIFIER: US 6785892 B1

TITLE: Communications between partitioned host processors and management processor

DATE-ISSUED: August 31, 2004

INVENTOR-INFORMATION:

NAME	CITY	STATE	ZIP CODE	COUNTRY
Miller; John A.	Shoreview	MN		
Svenkeson; Penny L.	Forest Lake	MN		
Tucker; Brett W.	Stillwater	MN		
Erickson; Philip J.	Shoreview	MN		
Wilson; Peter C.	Shoreview	MN		

US-CL-CURRENT: 719/313; 712/203, 717/149

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWIC	Draw. De
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☐ 13. Document ID: US 6611812 B2

L14: Entry 13 of 24

File: USPT

Aug 26, 2003

US-PAT-NO: 6611812

DOCUMENT-IDENTIFIER: US 6611812 B2

TITLE: Secure electronic content distribution on CDS and DVDs

DATE-ISSUED: August 26, 2003

INVENTOR-INFORMATION:

NAME	CITY	STATE	ZIP CODE	COUNTRY
Hurtado; Marco M.	Boca Raton	FL		
Milsted; Kenneth L.	Boynton Beach	FL		

Gruse; George G.	Lighthouse Point	FL
Downs; Edgar	Ft. Lauderdale	FL
Lehman; Christopher T.	Delray Beach	FL
Spagna; Richard L.	Boca Raton	FL
Lotspiech; Jeffrey B.	San Jose	CA

US-CL-CURRENT: [705/26](#); [705/51](#), [705/59](#), [705/75](#), [705/76](#)

Full	Title	Citation	Front	Review	Classification	Date	Reference	Abstract	Summary	Claims	KWIC	Draw De
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☐ 14. Document ID: US 6587837 B1

L14: Entry 14 of 24

File: USPT

Jul 1, 2003

US-PAT-NO: 6587837

DOCUMENT-IDENTIFIER: US 6587837 B1

TITLE: Method for delivering electronic content from an online store

DATE-ISSUED: July 1, 2003

INVENTOR-INFORMATION:

NAME	CITY	STATE	ZIP CODE	COUNTRY
Spagna; Richard	Boca Raton	FL		
Milsted; Kenneth Louis	Boynton Beach	FL		
Lybrand; David P.	Lantana	FL		
Downs; Edgar	Fort Lauderdale	FL		

US-CL-CURRENT: [705/26](#); [705/50](#)

Full	Title	Citation	Front	Review	Classification	Date	Reference	Abstract	Summary	Claims	KWIC	Draw De
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☐ 15. Document ID: US 6574609 B1

L14: Entry 15 of 24

File: USPT

Jun 3, 2003

US-PAT-NO: 6574609

DOCUMENT-IDENTIFIER: US 6574609 B1

TITLE: Secure electronic content management system

DATE-ISSUED: June 3, 2003

INVENTOR-INFORMATION:

NAME	CITY	STATE	ZIP CODE	COUNTRY
Downs; Edgar	Fort Lauderdale	FL		
Gruse; George Gregory	Lighthouse Point	FL		
Hurtado; Marco M.	Boca Raton	FL		
Medina; Cesar	Boca Raton	FL		

Milsted; Kenneth Louis Boynton Beach FL

US-CL-CURRENT: 705/50; 380/255, 380/258, 705/67, 705/71

Full	Title	Citation	Front	Review	Classification	Date	Reference	Abstract	Drawings	Claims	KMC	Draw De
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☐ 16. Document ID: US 6418421 B1

L14: Entry 16 of 24

File: USPT

Jul 9, 2002

US-PAT-NO: 6418421

DOCUMENT-IDENTIFIER: US 6418421 B1

TITLE: Multimedia player for an electronic content delivery system

DATE-ISSUED: July 9, 2002

INVENTOR-INFORMATION:

NAME	CITY	STATE	ZIP CODE	COUNTRY
Hurtado; Marco M.	Boca Raton	FL		
Gruse; George Gregory	Lighthouse Point	FL		
Downs; Edgar	Fort Lauderdale	FL		
Milsted; Kenneth Louis	Boynton Beach	FL		

US-CL-CURRENT: 705/54; 705/51

Full	Title	Citation	Front	Review	Classification	Date	Reference	Abstract	Drawings	Claims	KMC	Draw De
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☐ 17. Document ID: US 6398245 B1

L14: Entry 17 of 24

File: USPT

Jun 4, 2002

US-PAT-NO: 6398245

DOCUMENT-IDENTIFIER: US 6398245 B1

TITLE: Key management system for digital content player

DATE-ISSUED: June 4, 2002

INVENTOR-INFORMATION:

NAME	CITY	STATE	ZIP CODE	COUNTRY
Gruse; George Gregory	Lighthouse Point	FL		
Hurtado; Marco M.	Boca Raton	FL		
Milsted; Kenneth Louis	Boynton Beach	FL		
Lotspiech; Jeffrey B.	San Jose	CA		

US-CL-CURRENT: 280/228; 380/203, 705/71, 713/176

Full	Title	Citation	Front	Review	Classification	Date	Reference	Abstract	Drawings	Claims	KMC	Draw De
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☐ 18. Document ID: US 6389538 B1

L14: Entry 18 of 24

File: USPT

May 14, 2002

US-PAT-NO: 6389538

DOCUMENT-IDENTIFIER: US 6389538 B1

TITLE: System for tracking end-user electronic content usage

DATE-ISSUED: May 14, 2002

INVENTOR-INFORMATION:

NAME	CITY	STATE	ZIP CODE	COUNTRY
Gruse; George Gregory	Lighthouse Point	FL		
Dorak, Jr.; John J.	Boca Raton	FL		
Milsted; Kenneth Louis	Boynton Beach	FL		

US-CL-CURRENT: 713/194; 705/51, 705/57, 713/168, 713/171, 713/182

Full	Title	Citation	Front	Review	Classification	Date	Reference			Claims	KMIC	Draw De
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☐ 19. Document ID: US 6389403 B1

L14: Entry 19 of 24

File: USPT

May 14, 2002

US-PAT-NO: 6389403

DOCUMENT-IDENTIFIER: US 6389403 B1

TITLE: Method and apparatus for uniquely identifying a customer purchase in an electronic distribution system

DATE-ISSUED: May 14, 2002

INVENTOR-INFORMATION:

NAME	CITY	STATE	ZIP CODE	COUNTRY
Dorak, Jr.; John J.	Boca Raton	FL		

US-CL-CURRENT: 705/52; 705/51, 705/57, 705/58

Full	Title	Citation	Front	Review	Classification	Date	Reference			Claims	KMIC	Draw De
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☐ 20. Document ID: US 6345256 B1

L14: Entry 20 of 24

File: USPT

Feb 5, 2002

US-PAT-NO: 6345256

DOCUMENT-IDENTIFIER: US 6345256 B1

TITLE: Automated method and apparatus to package digital content for electronic

distribution using the identity of the source content

DATE-ISSUED: February 5, 2002

INVENTOR-INFORMATION:

NAME	CITY	STATE	ZIP CODE	COUNTRY
Milsted; Kenneth Louis	Boynton Beach	FL		
Kindell; Craig	Delray Beach	FL		
Gong; Qing	West Palm Beach	FL		

US-CL-CURRENT: 705/1

Full	Title	Citation	Front	Review	Classification	Date	Reference	Abstracts	References	Claims	KWC	Draw D
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☐ 21. Document ID: US 6263313 B1

L14: Entry 21 of 24

File: USPT

Jul 17, 2001

US-PAT-NO: 6263313

DOCUMENT-IDENTIFIER: US 6263313 B1

TITLE: Method and apparatus to create encoded digital content

DATE-ISSUED: July 17, 2001

INVENTOR-INFORMATION:

NAME	CITY	STATE	ZIP CODE	COUNTRY
Milsted; Kenneth Louis	Boynton Beach	FL		
Nguyen; Kha Dinh	Boca Raton	FL		
Gong; Qing	WPB	FL		

US-CL-CURRENT: 705/1; 341/51, 341/63, 382/232, 704/500, 704/504, 84/609, 84/615

Full	Title	Citation	Front	Review	Classification	Date	Reference	Abstracts	References	Claims	KWC	Draw D
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☐ 22. Document ID: US 6226618 B1

L14: Entry 22 of 24

File: USPT

May 1, 2001

US-PAT-NO: 6226618

DOCUMENT-IDENTIFIER: US 6226618 B1

TITLE: Electronic content delivery system

DATE-ISSUED: May 1, 2001

INVENTOR-INFORMATION:

NAME	CITY	STATE	ZIP CODE	COUNTRY
Downs; Edgar	Fort Lauderdale	FL		
Gruse; George Gregory	Lighthouse Point	FL		

Hurtado; Marco M.	Boca Raton	FL
Lehman; Christopher T.	Delray Beach	FL
Milsted; Kenneth Louis	Boynton Beach	FL
Lotspiech; Jeffrey B.	San Jose	CA

US-CL-CURRENT: 705/1; 380/279, 380/281, 380/282, 380/285, 380/30, 380/44, 705/26,
705/27, 705/51, 705/53, 705/57, 705/59 , 705/71

Full	Title	Citation	Front	Review	Classification	Date	Reference			Claims	KWIC	Draw D
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☐ 23. Document ID: US 6182287 B1

L14: Entry 23 of 24

File: USPT

Jan 30, 2001

US-PAT-NO: 6182287

DOCUMENT-IDENTIFIER: US 6182287 B1

TITLE: Preferred service management system for a multimedia video decoder

DATE-ISSUED: January 30, 2001

INVENTOR-INFORMATION:

NAME	CITY	STATE	ZIP CODE	COUNTRY
Schneidewend; Daniel Richard	Fishers	IN		
Dinwiddie; Aaron Hal	Fishers	IN		
Rhoads; Steven Charles	Carmel	IN		

US-CL-CURRENT: 725/48; 345/717, 725/39, 725/46, 725/47

Full	Title	Citation	Front	Review	Classification	Date	Reference			Claims	KWIC	Draw D
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☐ 24. Document ID: US 5790806 A

L14: Entry 24 of 24

File: USPT

Aug 4, 1998

US-PAT-NO: 5790806

DOCUMENT-IDENTIFIER: US 5790806 A

TITLE: Cable data network architecture

DATE-ISSUED: August 4, 1998

INVENTOR-INFORMATION:

NAME	CITY	STATE	ZIP CODE	COUNTRY
Koperda; Francis Richard	Suwanee	GA		

US-CL-CURRENT: 709/252; 709/218, 709/238, 725/111, 725/117, 725/120

Full	Title	Citation	Front	Review	Classification	Date	Reference			Claims	KWIC	Draw D
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☐ 1. Document ID: US 20040128669 A1**Using default format because multiple data bases are involved.**

L27: Entry 1 of 19

File: PGPB

Jul 1, 2004

PGPUB-DOCUMENT-NUMBER: 20040128669

PGPUB-FILING-TYPE: new

DOCUMENT-IDENTIFIER: US 20040128669 A1

TITLE: Apparatus for low cost embedded platform for device-side, distributed services enablement

PUBLICATION-DATE: July 1, 2004

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Furst, Michael R.	Rochester	NY	US	
Whitfield, Loranzo	Fairport	NY	US	
Sharma, Naveen	Perinton	NY	US	
Rockwell, Ronald M.	Rochester	NY	US	
Thieret, Tracy E.	Webster	NY	US	
Fillion, Claude S.	Rochester	NY	US	
Huang, Weixia	Rochester	NY	US	
Kehoe, Michael P.	Rochester	NY	US	
Lorenzo, Arturo M.	Fairport	NY	US	
McCorkindale, Mary C.	Fairport	NY	US	
St. Jacques, Robert J.	Fairport	NY	US	
Cavanaugh, Michael F.	Webster	NY	US	
Regruit, Christopher J.	Rochester	NY	US	

US-CL-CURRENT: 717/178; 717/120, 717/175

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KMC	Draw D
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☐ 2. Document ID: US 20040128375 A1

L27: Entry 2 of 19

File: PGPB

Jul 1, 2004

PGPUB-DOCUMENT-NUMBER: 20040128375

PGPUB-FILING-TYPE: new

DOCUMENT-IDENTIFIER: US 20040128375 A1

TITLE: Integrated server platform for the autonomous provisioning of device services

PUBLICATION-DATE: July 1, 2004

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Rockwell, Ronald M.	Rochester	NY	US	

US-CL-CURRENT: 709/223; 709/220

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWIC	Draw. De
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☐ 3. Document ID: US 20040125403 A1

L27: Entry 3 of 19

File: PGPB

Jul 1, 2004

PGPUB-DOCUMENT-NUMBER: 20040125403

PGPUB-FILING-TYPE: new

DOCUMENT-IDENTIFIER: US 20040125403 A1

TITLE: Method and apparatus for enabling distributed subscription services, supplies maintenance, and device-independent service implementation

PUBLICATION-DATE: July 1, 2004

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Furst, Michael R.	Rochester	NY	US	
Rockwell, Ronald M.	Rochester	NY	US	
Sharma, Naveen	Perinton	NY	US	
Fillion, Claude S.	Rochester	NY	US	
St. Jacques, Robert J.	Fairport	NY	US	
Huang, Weixia	Rochester	NY	US	
Lorenzo, Arturo M.	Fairport	NY	US	
McCorkindale, Mary C.	Fairport	NY	US	
Kehoe, Michael P.	Rochester	NY	US	
Thieret, Tracy E.	Webster	NY	US	

US-CL-CURRENT: 358/1.15; 358/402

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWIC	Draw. De
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☐ 4. Document ID: US 20040111709 A1

L27: Entry 4 of 19

File: PGPB

Jun 10, 2004

PGPUB-DOCUMENT-NUMBER: 20040111709

PGPUB-FILING-TYPE: new

DOCUMENT-IDENTIFIER: US 20040111709 A1

TITLE: Method for low cost embedded platform for device-side distributed services enablement

PUBLICATION-DATE: June 10, 2004

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Furst, Michael R.	Rochester	NY	US	
Whitfield, Loranzo	Fairport	NY	US	
Sharma, Naveen	Perinton	NY	US	
Rockwell, Ronald M.	Rochester	NY	US	
Thieret, Tracy E.	Webster	NY	US	
Fillion, Claude S.	Rochester	NY	US	
Huang, Weixia	Rochester	NY	US	
Kehoe, Michael P.	Rochester	NY	US	
Lorenzo, Arturo M.	Fairport	NY	US	
McCorkindale, Mary C.	Fairport	NY	US	
St. Jacques, Robert J.	Fairport	NY	US	
Cavanaugh, Michael F.	Webster	NY	US	
Regruit, Christopher J.	Rochester	NY	US	

US-CL-CURRENT: 717/131; 717/171

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWIC	Draw. De
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☐ 5. Document ID: US 20040111699 A1

L27: Entry 5 of 19

File: PGPB

Jun 10, 2004

PGPUB-DOCUMENT-NUMBER: 20040111699

PGPUB-FILING-TYPE: new

DOCUMENT-IDENTIFIER: US 20040111699 A1

TITLE: Integrated server platform for the autonomous provisioning of device services

PUBLICATION-DATE: June 10, 2004

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Rockwell, Ronald M.	Rochester	NY	US	

US-CL-CURRENT: 717/103; 717/104, 717/171

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWIC	Draw. De
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☐ 6. Document ID: US 20040111315 A1

L27: Entry 6 of 19

File: PGPB

Jun 10, 2004

PGPUB-DOCUMENT-NUMBER: 20040111315
PGPUB-FILING-TYPE: new
DOCUMENT-IDENTIFIER: US 20040111315 A1

TITLE: Device model agent

PUBLICATION-DATE: June 10, 2004

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Sharma, Naveen	Perinton	NY	US	
Furst, Michael R.	Rochester	NY	US	
Fillion, Claude S.	Rochester	NY	US	
Huang, Weixia	Rochester	NY	US	
Kehoe, Michael P.	Rochester	NY	US	
Lorenzo, Arturo M.	Fairport	NY	US	
McCorkindale, Mary C.	Fairport	NY	US	
St. Jacques, Robert J.	Fairport	NY	US	
Thieret, Tracy E.	Webster	NY	US	
Austin, John C.	Philadelphia	PA	US	
Daniels, Marc D.	Pittsford	NY	US	
Cavanaugh, Michael F.	Webster	NY	US	

US-CL-CURRENT: 705/11

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWIC	Draw. De
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☐ 7. Document ID: US 20040107155 A1

L27: Entry 7 of 19

File: PGPB

Jun 3, 2004

PGPUB-DOCUMENT-NUMBER: 20040107155
PGPUB-FILING-TYPE: new
DOCUMENT-IDENTIFIER: US 20040107155 A1

TITLE: Open adaptive service trading system and method thereof

PUBLICATION-DATE: June 3, 2004

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Yanosy, John Anthony	Grapevine	TX	US	

US-CL-CURRENT: 705/37

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWIC	Draw. De
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☐ 8. Document ID: US 20040093381 A1

L27: Entry 8 of 19

File: PGPB

May 13, 2004

PGPUB-DOCUMENT-NUMBER: 20040093381
PGPUB-FILING-TYPE: new
DOCUMENT-IDENTIFIER: US 20040093381 A1

TITLE: Service-oriented architecture systems and methods

PUBLICATION-DATE: May 13, 2004

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Hodges, Donna Kay	Cumming	GA	US	
Kreiner, Barrett M.	Norcross	GA	US	
Menon, Jai P.	Alpharetta	GA	US	
Walton, Tommy W.	Birmingham	AL	US	
Rehkopf, Thomas W.	Roswell	GA	US	
Tischer, Steven Neil	Atlanta	GA	US	

US-CL-CURRENT: 709/204; 709/205

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWIC	Draw D
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☐ 9. Document ID: US 20030208575 A1

L27: Entry 9 of 19

File: PGPB

Nov 6, 2003

PGPUB-DOCUMENT-NUMBER: 20030208575
PGPUB-FILING-TYPE: new
DOCUMENT-IDENTIFIER: US 20030208575 A1

TITLE: Framework for e-service management

PUBLICATION-DATE: November 6, 2003

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Cox, Earl D.	Chapel Hill	NC	US	
Negri, Franco R.	Columbia	MD	US	
Materazzi, Todd	Columbia	MD	US	
Bragg, Jason	Winter Park	FL	US	
Cormier, Michael E.	West Hartford	CT	US	

US-CL-CURRENT: 709/223

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWIC	Draw D
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☐ 10. Document ID: US 20030149570 A1

L27: Entry 10 of 19

File: PGPB

Aug 7, 2003

PGPUB-DOCUMENT-NUMBER: 20030149570
PGPUB-FILING-TYPE: new
DOCUMENT-IDENTIFIER: US 20030149570 A1

TITLE: Early warning in e-service management systems

PUBLICATION-DATE: August 7, 2003

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Qiu, Shi-Yue	Ellicott City	MD	US	

US-CL-CURRENT: 705/1

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWIC	Draw. De
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☐ 11. Document ID: US 20030084142 A1

L27: Entry 11 of 19

File: PGPB

May 1, 2003

PGPUB-DOCUMENT-NUMBER: 20030084142
PGPUB-FILING-TYPE: new
DOCUMENT-IDENTIFIER: US 20030084142 A1

TITLE: Method and system for analyzing electronic service execution

PUBLICATION-DATE: May 1, 2003

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Casati, Fabio	Palo Alto	CA	US	
Shan, Ming-Chien	Saratoga	CA	US	
Dayal, Umeshwar	Saratoga	CA	US	

US-CL-CURRENT: 709/224; 705/7

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWIC	Draw. De
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☐ 12. Document ID: US 20030061061 A1

L27: Entry 12 of 19

File: PGPB

Mar 27, 2003

PGPUB-DOCUMENT-NUMBER: 20030061061
PGPUB-FILING-TYPE: new
DOCUMENT-IDENTIFIER: US 20030061061 A1

TITLE: Uniform data model

PUBLICATION-DATE: March 27, 2003

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Cox, Earl D.	Chapel Hill	NC	US	
Negri, Franco R.	Columbia	MD	US	

US-CL-CURRENT: 705/1

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWIC	Draw. De
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☐ 13. Document ID: US 20020174222 A1

L27: Entry 13 of 19

File: PGPB

Nov 21, 2002

PGPUB-DOCUMENT-NUMBER: 20020174222

PGPUB-FILING-TYPE: new

DOCUMENT-IDENTIFIER: US 20020174222 A1

TITLE: Behavior experts in e-service management

PUBLICATION-DATE: November 21, 2002

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Cox, Earl D.	Morrisville	NC	US	

US-CL-CURRENT: 709/224; 709/206, 717/104

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWIC	Draw. De
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☐ 14. Document ID: US 20020128991 A1

L27: Entry 14 of 19

File: PGPB

Sep 12, 2002

PGPUB-DOCUMENT-NUMBER: 20020128991

PGPUB-FILING-TYPE: new

DOCUMENT-IDENTIFIER: US 20020128991 A1

TITLE: Adaptive feedback control in e-service management

PUBLICATION-DATE: September 12, 2002

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Cox, Earl D.	Morrisville	NC	US	
Wang, Xindong	Columbia	MD	US	
Qiu, Shi-Yue	Ellicott City	MD	US	

US-CL-CURRENT: 706/52

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWIC	Draw. De
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☐ 15. Document ID: US 20020091533 A1

L27: Entry 15 of 19

File: PGPB

Jul 11, 2002

PGPUB-DOCUMENT-NUMBER: 20020091533

PGPUB-FILING-TYPE: new

DOCUMENT-IDENTIFIER: US 20020091533 A1

TITLE: Technique for automated e-business services

PUBLICATION-DATE: July 11, 2002

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Ims, Steven D.	Apex	NC	US	
Li, Yongcheng	Raleigh	NC	US	
Tan, Yih-Shin	Raleigh	NC	US	

US-CL-CURRENT: 705/1

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWIC	Draw. De
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☐ 16. Document ID: US 20020077792 A1

L27: Entry 16 of 19

File: PGPB

Jun 20, 2002

PGPUB-DOCUMENT-NUMBER: 20020077792

PGPUB-FILING-TYPE: new

DOCUMENT-IDENTIFIER: US 20020077792 A1

TITLE: Early warning in e-service management systems

PUBLICATION-DATE: June 20, 2002

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Qiu, Shi-Yue	Ellicott City	MD	US	

US-CL-CURRENT: 703/2

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWIC	Draw. De
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☐ 17. Document ID: US 20020059079 A1

L27: Entry 17 of 19

File: PGPB

May 16, 2002

PGPUB-DOCUMENT-NUMBER: 20020059079
PGPUB-FILING-TYPE: new
DOCUMENT-IDENTIFIER: US 20020059079 A1

TITLE: E-service business model

PUBLICATION-DATE: May 16, 2002

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Negri, Franco R.	Columbia	MD	US	

US-CL-CURRENT: 705/1

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWMC	Draw D
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☐ 18. Document ID: US 6782391 B1

L27: Entry 18 of 19

File: USPT

Aug 24, 2004

US-PAT-NO: 6782391

DOCUMENT-IDENTIFIER: US 6782391 B1

TITLE: Intelligent knowledge base content categorizer (IKBCC)

DATE-ISSUED: August 24, 2004

INVENTOR-INFORMATION:

NAME	CITY	STATE	ZIP CODE	COUNTRY
Scher; Karen M.	Cranford	NJ		

US-CL-CURRENT: 707/102; 706/45, 706/50

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWMC	Draw D
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☐ 19. Document ID: US 6632249 B2

L27: Entry 19 of 19

File: USPT

Oct 14, 2003

US-PAT-NO: 6632249

DOCUMENT-IDENTIFIER: US 6632249 B2

**** See image for Certificate of Correction ****

TITLE: Method for providing web-based services to an application program module

DATE-ISSUED: October 14, 2003

INVENTOR-INFORMATION:

NAME	CITY	STATE	ZIP CODE	COUNTRY
Pollock; Joshua M.	Kirkland	WA		

US-CL-CURRENT: 715/513; 715/501.1

Full	Title	Citation	Front	Review	Classification	Date	Reference	Generate OACS	Abstracts	Claims	KMC	Draw. D
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Clear	Generate Collection	Print	Fwd Refs	Bkwd Refs	Generate OACS
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Terms	Documents
L26 and intelligen\$6	19

Display Format: [Previous Page](#)[Next Page](#)[Go to Doc#](#)



STIC Search Report

EIC 2100

STIC Database Tracking Number: 132671

TO: Michael B Holmes
Location: 2C06
Art Unit : 2121
Wednesday, September 22, 2004

Case Serial Number: 10/032966

From: Terese Esterheld
Location: EIC 2100
PK2-4B30
Phone: 308-7795

Terese.esterheld@uspto.gov

Search Notes

Dear Examiner Holmes,

Attached, please find the results of your search request for application 10/032966. I have concentrated on finding information on Eservice and Intelligent agents.

Items have been marked that may be of value to you. Please look over the complete package as other items may also be of use.

Please let me know if you need additional information on this search.

Thank you for coming to EIC 2100.

Terese Esterheld



Set	Items	Description
S1	18	AU='COX E' OR AU='COX E D'
S2	2	AU='COX EARL'
S3	9	AU='WANG X W'
S4	119	AU='QIU S' OR AU='QIU SHI YUE' OR AU='QIU SHI-YUE'
S5	147	S1 OR S2 OR S3 OR S4
S6	11	S5 AND IC=(G06E? OR G06F? OR G06G? OR G06N?)

File 347: JAPIO Nov 1976-2004/May (Updated 040903)

(c) 2004 JPO & JAPIO

File 348: EUROPEAN PATENTS 1978-2004/Sep W02

(c) 2004 European Patent Office

File 349: PCT FULLTEXT 1979-2002/UB=20040916, UT=20040909

(c) 2004 WIPO/Univentio

File 350: Derwent WPIX 1963-2004/UD, UM & UP=200459

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6/5/1 (Item 1 from file: 348)
DIALOG(R) File 348:EUROPEAN PATENTS
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01556190

EARLY WARNING IN E-SERVICE MANAGEMENT SYSTEMS

**MECANISME D'ALERTE RAPIDE MIS EN OEUVRE DANS DES SYSTEMES DE GESTION DE
SERVICES ELECTRONIQUES**

PATENT ASSIGNEE:

Panacya, (4332490), 8825 Stanford Building, Suite 100, Columbia, MD 21046
, (US), (Applicant designated States: all)

INVENTOR:

QIU, Shi-Yue , 10137 Maxine Street, Ellicott City, MD 21402, (US)

PATENT (CC, No, Kind, Date):

WO 2003007174 030123

APPLICATION (CC, No, Date): EP 2002746832 020703; WO 2002US21023 020703

PRIORITY (CC, No, Date): US 902094 010711

DESIGNATED STATES: AT; BE; BG; CH; CY; CZ; DE; DK; EE; ES; FI; FR; GB; GR;
IE; IT; LI; LU; MC; NL; PT; SE; SK; TR

EXTENDED DESIGNATED STATES: AL; LT; LV; MK; RO; SI

INTERNATIONAL PATENT CLASS: G06F-015/173 ; G06F-017/50

LEGAL STATUS (Type, Pub Date, Kind, Text):

Application: 030319 A1 International application. (Art. 158(1))

Application: 030319 A1 International application entering European
phase

Application: 040825 A1 International application. (Art. 158(1))

Appl Changed: 040825 A1 International application not entering European
phase

Withdrawal: 040825 A1 Date application deemed withdrawn: 20040212

LANGUAGE (Publication,Procedural,Application): English; English; English

6/5/2 (Item 1 from file: 349)
DIALOG(R) File 349:PCT FULLTEXT
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00977168 **Image available**

EARLY WARNING IN E-SERVICE MANAGEMENT SYSTEMS

**MECANISME D'ALERTE RAPIDE MIS EN OEUVRE DANS DES SYSTEMES DE GESTION DE
SERVICES ELECTRONIQUES**

Patent Applicant/Assignee:

PANACYA, 8825 Stanford Building, Suite 100, Columbia, MD 21046, US, US
(Residence), US (Nationality)

Inventor(s):

QIU Shi-Yue , 10137 Maxine Street, Ellicott City, MD 21402, US

Legal Representative:

DELMAS Joseph R Jr (agent), Drinker Biddle & Reath LLP, 1500 K Street
N.W., Washington, DC 20005-1208, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200307174 A1 20030123 (WO 0307174)

Application: WO 2002US21023 20020703 (PCT/WO US0221023)

Priority Application: US 2001902094 20010711

Designated States:

(Protection type is "patent" unless otherwise stated - for applications
prior to 2004)

AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CO CR CU CZ DE DK DM DZ
EC EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR
LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ OM PH PL PT RO RU SD SE SG SI
SK SL TJ TM TN TR TT TZ UA UG UZ VN YU ZA ZM ZW

(EP) AT BE BG CH CY CZ DE DK EE ES FI FR GB GR IE IT LU MC NL PT SE SK TR

(OA) BF BJ CF CG CI CM GA GN GQ GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZM ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Main International Patent Class: G06F-015/173

International Patent Class: G06F-017/50

Publication Language: English

Filing Language: English

Fulltext Availability:
Detailed Description
Claims
Fulltext Word Count: 9107

English Abstract

An arrangement is provided for generating early warning of threshold violations in e-service management systems. The behavior of a variable is modeled statistically based on a plurality of data values of a variable collected over a period of time (930). The modeling generates a behavior model for the variable (940), represented by a set of model parameters. An early warning for a threshold violation of the variable with respect to a threshold is generated (950) based on the behavior model and a plurality of data values of the variable collected online. The abnormal behavior of the variable is detected or forecasted (960) according to online data values of the variable and the early warning generated.

French Abstract

L'invention concerne un mecanisme servant a generer une alerte rapide en cas de violations de seuil dans des systemes de gestion de services electroniques. Le comportement d'une variable est modelise statistiquement en fonction d'une pluralite de valeurs de donnees de variable recueillies sur une periode definie (930). La modelisation genere un modele de comportement pour cette variable (940), represente par un ensemble de parametres de modele. Une alerte rapide en cas de violation de seuil d'une variable par rapport a un seuil determine est generee (950) en fonction de ce modele de comportement et d'une pluralite de valeurs de donnees de variable recueillies sur une periode definie. Le comportement anormal de cette variable est repere ou predit (960) en fonction de valeurs de donnees en ligne de la variable. L'alerte rapide est ainsi generee.

Legal Status (Type, Date, Text)

Publication 20030123 A1 With international search report.
Publication 20030123 A1 Before the expiration of the time limit for amending the claims and to be republished in the event of the receipt of amendments.
Correction 20031113 Corrected version of Pamphlet: published international search report (1 page) replaced by correct international search report (2 pages)
Republication 20031113 A1 With international search report.

6/5/3 (Item 1 from file: 350)
DIALOG(R) File 350:Derwent WPIX
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015838950 **Image available**
WPI Acc No: 2003-901154/200382
Related WPI Acc No: 2002-454226; 2003-029000; 2003-182947; 2003-448242
XRPX Acc No: N03-719499

E-service management system ensures service quality of e- service based on business process model of e-service and performance status information routed to dispatcher

Patent Assignee: BRAGG J (BRAG-I); CORMIER M E (CORM-I); COX E D (COXE-I); MATERAZZI T (MATE-I); NEGRI F R (NEGR-I)

Inventor: BRAGG J; CORMIER M E; COX E D ; MATERAZZI T; NEGRI F R

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 20030208575	A1	20031106	US 2000243401	P	20001027	200382 B
			US 200135657	A	20011026	

Priority Applications (No Type Date): US 2000243401 P 20001027; US 200135657 A 20011026

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
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Abstract (Basic): US 20030208575 A1

NOVELTY - A local service management system (110) generates and routes performance status information relevant to local infrastructure to a dispatcher for ensuring the service quality of different local infrastructures. A global e-service management system (150) ensures the quality of e-service by managing the business infrastructure based on business process model (120) of e-service (105) and performance status information routed to dispatcher (130).

DETAILED DESCRIPTION - INDEPENDENT CLAIMS are also included for the following:

- (1) e-service management method; and
- (2) computer readable medium storing e-service management program.

USE - For managing business infrastructure which supports e-service through a network.

ADVANTAGE - The performance of each business infrastructure is improved and the overall quality of e-service is improved.

DESCRIPTION OF DRAWING(S) - The figure shows the block diagram of e-service management system.

e- service (105)
local service management system (110)
business process model of e-service (120)
dispatcher (130)
global service management system (150)
pp; 24 DwgNo 1/14

Title Terms: SERVICE; MANAGEMENT; SYSTEM; ENSURE; SERVICE; QUALITY; SERVICE
; BASED; BUSINESS; PROCESS; MODEL; SERVICE; PERFORMANCE; STATUS;
INFORMATION; ROUTE; DISPATCH

Derwent Class: T01

International Patent Class (Main): G06F-015/173

File Segment: EPI

6/5/4 (Item 2 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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015648652

WPI Acc No: 2003-710835/200367

Related WPI Acc No: 2002-598823; 2003-029000

XRPX Acc No: N03-568411

E-service management warning system, has operation mechanism for detecting abnormal behavior of variable using statistical model of variables and warning mechanism

Patent Assignee: PANACYA INC (PANA-N)

Inventor: QIU S

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 20030149570	A1	20030807	US 2000243397	P	20001027	200367 B
			US 2000243401	P	20001027	
			US 2000243469	P	20001027	
			US 2000243470	P	20001027	
			US 2000243472	P	20001027	
			US 2001897804	A	20010705	

Priority Applications (No Type Date): US 2001897804 A 20010705; US

2000243397 P 20001027; US 2000243401 P 20001027; US 2000243469 P 20001027
; US 2000243470 P 20001027; US 2000243472 P 20001027

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
US 20030149570	A1	11		G06F-017/60	Provisional application US 2000243397

Provisional application US 2000243401

Provisional application US 2000243469

Provisional application US 2000243470

Abstract (Basic): US 20030149570 A1

NOVELTY - The system has a statistical learning mechanism that generates a statistical model characterizing the behavior of a variable based on the data values of the variable. A warning mechanism predicts a time at which the variable exceeds a threshold based on the statistical model to generate a warning. An operation mechanism detects the abnormal behavior of the variable based on the statistical and warning mechanism.

DETAILED DESCRIPTION - INDEPENDENT CLAIMS are also included for the following:

- (a) a method for early warning in an e-service management system
- (b) a computer-readable medium encoded with a program for early warning in an e-service management system.

USE - Used for warning in an e-service management system.

ADVANTAGE - The detection or forecasting of online data values of the variable from the statistical model helps generate an early warning. The operation status of the variable is dynamically monitored and adaptively adjusted, thereby optimizing the e-service quality.

pp; 11 DwgNo 0/0

Title Terms: SERVICE; MANAGEMENT; WARNING; SYSTEM; OPERATE; MECHANISM; DETECT; ABNORMAL; BEHAVE; VARIABLE; STATISTICAL; MODEL; VARIABLE; WARNING ; MECHANISM

Derwent Class: T01

International Patent Class (Main): G06F-017/60

File Segment: EPI

6/5/5 (Item 3 from file: 350)

DIALOG(R) File 350:Derwent WPIX

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015593882 **Image available**

WPI Acc No: 2003-656037/200362

XRPX Acc No: N03-522477

Smart card usage method in handheld personal computer, involves setting certain flags for receiving data from smart card

Patent Assignee: INVENTEC CORP (INVE-N)

Inventor: LIN K S; LO B; SONG J; **WANG X W**

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 6574677	B1	20030603	US 2000511728	A	20000223	200362 B

Priority Applications (No Type Date): US 2000511728 A 20000223

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
US 6574677	B1		8	G06F-003/00	

Abstract (Basic): US 6574677 B1

NOVELTY - The smart card interface is initialized to receive the data from smart card. When ORER and PER, and the RDRF in smart card interface register are determined to be 0 and 1, respectively, the received data are read from SCRDR register and RDRF flag in SCSSR register is set to 0. When all the data are received, the RE flag of SCSSR register is set to 0.

USE - For using smart card in handheld personal computer (HPC), through smart card reader connected to smart card driver.

ADVANTAGE - Provides public interface for application programs and the user can store data on smart card into the HPC, and perform data inquiry, effectively.

DESCRIPTION OF DRAWING(S) - The figure shows the flowchart explaining data transmission of smart card.

pp; 8 DwgNo 4/4

Title Terms: SMART; CARD; METHOD; PERSON; COMPUTER; SET; FLAG; RECEIVE; DATA; SMART; CARD

Derwent Class: T01; T04; V04
International Patent Class (Main): G06F-003/00
File Segment: EPI

6/5/6 (Item 4 from file: 350)
DIALOG(R) File 350:Derwent WPIX
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015387297 **Image available**
WPI Acc No: 2003-448242/200342
Related WPI Acc No: 2002-454226; 2003-029000; 2003-182947; 2003-901154
XRPX Acc No: N03-357550

Uniform event representation construction method for behavior experts in e-service management system, involves incorporating value/assessment of selected measurement of uniform data model into uniform event representation

Patent Assignee: COX E D (COXE-I); NEGRI F R (NEGR-I)

Inventor: COX E D ; NEGRI F R

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 20030061061	A1	20030327	US 2000243397	P	20001027	200342 B
			US 200132968	A	20011026	

Priority Applications (No Type Date): US 2000243397 P 20001027; US 200132968 A 20011026

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
US 20030061061	A1	16	G06F-017/60	Provisional application	US 2000243397

Abstract (Basic): US 20030061061 A1

NOVELTY - A category to which an event belongs is selected from the categories defined by a uniform data model. A measurement type is selected among the measurement types defined by the uniform data model, based on which the event is triggered. Quantitative values and quantitative assessment of the selected measurement are incorporated into the uniform event representation.

DETAILED DESCRIPTION - An INDEPENDENT CLAIM is also included for method of using uniform data model.

USE - For constructing uniform event representation for event through which behavior experts (BeXs) communicate in e-service management system.

ADVANTAGE - Facilitates efficient communication among the binary experts by standardizing the event interface using the uniform data model.

DESCRIPTION OF DRAWING(S) - The figure shows a schematic view of the behavior expert (BeX) input-output model.

pp; 16 DwgNo 1/9

Title Terms: UNIFORM; EVENT; REPRESENT; CONSTRUCTION; METHOD; BEHAVE; SERVICE; MANAGEMENT; SYSTEM; INCORPORATE; VALUE; ASSESS; SELECT; MEASURE; UNIFORM; DATA; MODEL; UNIFORM; EVENT; REPRESENT

Derwent Class: T01

International Patent Class (Main): G06F-017/60

File Segment: EPI

6/5/7 (Item 5 from file: 350)
DIALOG(R) File 350:Derwent WPIX
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015122424 **Image available**
WPI Acc No: 2003-182947/200318
Related WPI Acc No: 2003-029000; 2003-448242; 2003-901154
XRPX Acc No: N03-143962

Infrastructure component performance determination method for e-commerce applications, involves updating internal states of behavioral expert

based on instantiating internal variables, that define infrastructure component performance

Patent Assignee: COX E D (COXE-I)

Inventor: COX E D

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 20020174222	A1	20021121	US 2000243469	P	20001027	200318 B
			US 200132967	A	20011026	

Priority Applications (No Type Date): US 2000243469 P 20001027; US 200132967 A 20011026

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
US 20020174222	A1	36	G06F-015/173	Provisional application	US 2000243469

Abstract (Basic): US 20020174222 A1

NOVELTY - The values of a set of internal variables used to define infrastructure component performance, are instantiated by a behavior expert. Based on the instantiated variable values and metric rules, the internal states of the behavior expert are updated to generate events indicating infrastructure component performance, according to behavior rules.

DETAILED DESCRIPTION - INDEPENDENT CLAIMS are included for the following:

- (1) a behavior expert system; and
- (2) a computer readable medium storing infrastructure component performance determination program.

USE - For determining the performance of infrastructure components used in e-commerce applications, e-service management, Business-to-Business (B2B) and Business-to-Customer (B2C) e-business environment.

ADVANTAGE - By using the behavior expert, the operational status or behavior of the infrastructure component is dynamically monitored and adaptively adjusted. Thereby optimizing e-service performance.

DESCRIPTION OF DRAWING(S) - The figure shows a high level block diagram of the local service management system.

pp; 36 DwgNo 3/19

Title Terms: COMPONENT; PERFORMANCE; DETERMINE; METHOD; APPLY; UPDATE; INTERNAL; STATE; BEHAVE; EXPERT; BASED; INTERNAL; VARIABLE; DEFINE; COMPONENT; PERFORMANCE

Derwent Class: T01

International Patent Class (Main): G06F-015/173

International Patent Class (Additional): G06F-009/44 ; G06F-015/16

File Segment: EPI

6/5/8 (Item 6 from file: 350)

DIALOG(R) File 350:Derwent WPIX

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014968486 **Image available**

WPI Acc No: 2003-029000/200302

Related WPI Acc No: 2002-598823; 2003-182947; 2003-448242; 2003-710835; 2003-901154

XRPX Acc No: N03-022838

Adaptive service adjustment method for electronic transaction management system, involves comparing performance of higher and lower level behavior experts with objective functions for identifying transaction problems

Patent Assignee: COX E D (COXE-I); QIU S (QIUS-I); WANG X (WANG-I)

Inventor: COX E D ; QIU S ; WANG X

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 20020128991	A1	20020912	US 2000243470	P	20001027	200302 B
			US 200132966	A	20011026	

Priority Applications (No Type Date): US 2000243470 P 20001027; US

200132966 A 20011026

Patent Details:

Patent No Kind Lan Pg Main IPC Filing Notes

US 20020128991 A1 15 G06F-009/44 Provisional application US 2000243470

Abstract (Basic): US 20020128991 A1

NOVELTY - The behavior expert objects are distributed at different hierarchy levels of e-service management system, for performing feed-forward reasoning from low level behavior experts to high level behavior experts. The performance of behavior experts are compared with various objective functions for identifying transaction problems.

DETAILED DESCRIPTION - An INDEPENDENT CLAIM is included for adjustment system of e-services.

USE - For transaction management of various electronic transactions through Internet.

ADVANTAGE - The infrastructure of e-commerce is managed intelligently by efficient distribution of behavior expert objects at different hierarchy levels.

DESCRIPTION OF DRAWING(S) - The figure shows the high level block diagram of e-service management system.

pp; 15 DwgNo 1/8

Title Terms: ADAPT; SERVICE; ADJUST; METHOD; ELECTRONIC; TRANSACTION; MANAGEMENT; SYSTEM; COMPARE; PERFORMANCE; HIGH; LOWER; LEVEL; BEHAVE; OBJECTIVE; FUNCTION; IDENTIFY; TRANSACTION; PROBLEM

Derwent Class: T01

International Patent Class (Main): G06F-009/44

File Segment: EPI

6/5/9 (Item 7 from file: 350)

DIALOG(R) File 350:Derwent WPIX

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014778117 **Image available**

WPI Acc No: 2002-598823/200264

Related WPI Acc No: 2003-029000; 2003-710835

XRPX Acc No: N02-474955

Early warning system for electronic service management system, detects abnormal behavior of variable based on statistical model and early warning generated by early warning mechanism

Patent Assignee: PANACYA (PANA-N); PANACYA INC (PANA-N)

Inventor: QIU S

Number of Countries: 100 Number of Patents: 003

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 20020077792	A1	20020620	US 2000243397	P	20001027	200264 B

US 2000243401 P 20001027

US 2000243469 P 20001027

US 2000243470 P 20001027

US 2000243472 P 20001027

US 2001902094 A 20010711

WO 200307174 A1 20030123 WO 2002US21023 A 20020703 200317

AU 2002316521 A1 20030129 AU 2002316521 A 20020703 200452

Priority Applications (No Type Date): US 2001902094 A 20010711; US

2000243397 P 20001027; US 2000243401 P 20001027; US 2000243469 P 20001027

; US 2000243470 P 20001027; US 2000243472 P 20001027

Patent Details:

Patent No Kind Lan Pg Main IPC Filing Notes

US 20020077792 A1 24 G06F-017/10 Provisional application US 2000243397

Provisional application US 2000243401

Provisional application US 2000243469

Provisional application US 2000243470

Provisional application US 2000243472

WO 200307174 A1 E G06F-015/173

Designated States (National): AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA

CH CN CO CR CU CZ DE DK DM DZ EC EE ES FI GB GD GE GH GM HR HU ID IL IN
IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ
OM PH PL PT RO RU SD SE SG SI SK SL TJ TM TN TR TT TZ UA UG UZ VN YU ZA
ZM ZW

Designated States (Regional): AT BE BG CH CY CZ DE DK EA EE ES FI FR GB
GH GM GR IE IT KE LS LU MC MW MZ NL OA PT SD SE SK SL SZ TR TZ UG ZM ZW
AU 2002316521 A1 G06F-015/173 Based on patent WO 200307174

Abstract (Basic): US 20020077792 A1

NOVELTY - Statistical learning mechanism for performing statistical learning based on the data values of the variable to generate a statistical model indicating the behavior of the variable. Early warning mechanism generates an early warning, based on the future time at which the variable value exceeds a threshold value. Abnormal behavior of the variable is detected based on the statistical model and the early warning.

DETAILED DESCRIPTION - INDEPENDENT CLAIMS are included for the following:

(1) Early warning method; and

(2) Computer readable medium storing early warning program.

USE - Early warning system for electronic service management system for electronic commerce.

ADVANTAGE - Enables performing intelligent electronic service management by incorporating statistical behavior modeling and abnormal behavior forecasting capabilities.

DESCRIPTION OF DRAWING(S) - The figure shows the high level block diagram of electronic service management system.

pp; 24 DwgNo 1/13

Title Terms: EARLY; WARNING; SYSTEM; ELECTRONIC; SERVICE; MANAGEMENT;
SYSTEM; DETECT; ABNORMAL; BEHAVE; VARIABLE; BASED; STATISTICAL; MODEL;
EARLY; WARNING; GENERATE; EARLY; WARNING; MECHANISM

Derwent Class: T01

International Patent Class (Main): G06F-015/173 ; G06F-017/10

International Patent Class (Additional): G06F-017/50

File Segment: EPI

6/5/10 (Item 8 from file: 350)

DIALOG(R) File 350:Derwent WPIX

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014319847

WPI Acc No: 2002-140549/200219

XRPX Acc No: N02-106305

Electronic trade system and its trade method

Patent Assignee: QIU S (QIUS-I)

Inventor: DENG S; QING H; QIU S

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
CN 1320877	A	20011107	CN 2000106177	A	20000425	200219 B

Priority Applications (No Type Date): CN 2000106177 A 20000425

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
CN 1320877	A		G06F-017/60	

Abstract (Basic): CN 1320877 A

NOVELTY - An electronic trade system is composed of account processor for authenticating the users, a count calculator for calculating the count variation of the trades between user and said trade system or service provider, a count exchange unit for cashing the count between service provider and trade system or another service provider, user database, service provider database, and count exchange rate database. A trade method based on said trade system is also disclosed.

DwgNo 0/0

Title Terms: ELECTRONIC; TRADE; SYSTEM; TRADE; METHOD
Derwent Class: T01
International Patent Class (Main): G06F-017/60
File Segment: EPI

6/5/11 (Item 9 from file: 350)
DIALOG(R) File 350:Derwent WPIX
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014222535 **Image available**
WPI Acc No: 2002-043233/200206
Related WPI Acc No: 2002-434181
XRPX Acc No: N02-032114

Program access method for interactive market analysis, business management, involves modifying selected program and executing the modified programs by each customer, based on the access approval
Patent Assignee: MARITZ INC (MARI-N); BARTON P (BART-I); BLUMENSTRAUCH E (BLUM-I); COX E (COXE-I); FITZPATRICK B (FITZ-I); HANES M (HANE-I); HEI J (HEIJ-I); MUNSCH F (MUNS-I); SHEPROW M (SHEP-I)
Inventor: BARTON P; BLUMENSTRAUCH E; COX E; FITZPATRICK B; HANES M; HEI J; MUNSCH F; SHEPROW M

Number of Countries: 029 Number of Patents: 004
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
EP 1158437	A2	20011128	EP 2001304126	A	20010508	200206 B
AU 200143771	A	20011122	AU 200143771	A	20010508	200206
CA 2347464	A1	20011116	CA 2347464	A	20010514	200206
US 20020046138	A1	20020418	US 2000204461	P	20000516	200228
			US 2001840648	A	20010423	

Priority Applications (No Type Date): US 2001840648 A 20010423; US 2000204461 P 20000516

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
EP 1158437	A2	E	29	G06F-017/60	
Designated States (Regional): AL AT BE CH CY DE DK ES FI FR GB GR IE IT LI LT LU LV MC MK NL PT RO SE SI TR					
AU 200143771	A			G06F-017/60	
CA 2347464	A1	E		G06F-017/60	
US 20020046138	A1			G06F-017/60	Provisional application US 2000204461

Abstract (Basic): EP 1158437 A2

NOVELTY - Specific programs stored in a memory are selected by the customer through a customer terminal (104). The selected program is modified and stored in the memory. The modified program is executed by each customer, based on the access approval.

DETAILED DESCRIPTION - An INDEPENDENT CLAIM is also included for motivation-recognition program accessing system.

USE - For access management of motivation/recognition program related to graphics/photography/themes/sales contests in customer interactive market analysis, business management and other management services using global computer network e.g. Internet.

ADVANTAGE - Facilitates modification and purchasing of customer preferred programs, due to online interaction between several customers.

DESCRIPTION OF DRAWING(S) - The figure shows the block diagram of program accessing system.

Customer terminal (104)

pp; 29 DwgNo 1/14

Title Terms: PROGRAM; ACCESS; METHOD; INTERACT; MARKET; ANALYSE; BUSINESS; MANAGEMENT; MODIFIED; SELECT; PROGRAM; EXECUTE; MODIFIED; PROGRAM; CUSTOMER; BASED; ACCESS; APPROVE

Derwent Class: T01

International Patent Class (Main): G06F-017/60

File Segment: EPI

Set	Items	Description
S1	60988	AU=(COX, E? OR COX E? OR WANG, X? OR WANG X? OR QIU, S? OR QIU S?)
S2	0	S1 AND (E OR ELECTRONIC)()SERVICE?
File	2:INSPEC 1969-2004/Sep W2	(c) 2004 Institution of Electrical Engineers
File	6:NTIS 1964-2004/Sep W2	(c) 2004 NTIS, Intl Cpyrght All Rights Res
File	8:Ei Compendex(R) 1970-2004/Sep W2	(c) 2004 Elsevier Eng. Info. Inc.
File	34:SciSearch(R) Cited Ref Sci 1990-2004/Sep W2	(c) 2004 Inst for Sci Info
File	35:Dissertation Abs Online 1861-2004/Aug	(c) 2004 ProQuest Info&Learning
File	65:Inside Conferences 1993-2004/Sep W3	(c) 2004 BLDSC all rts. reserv.
File	92:IHS Intl.Stds.& Specs. 1999/Nov	(c) 1999 Information Handling Services
File	94:JICST-EPlus 1985-2004/Aug W4	(c)2004 Japan Science and Tech Corp(JST)
File	95:TEME-Technology & Management 1989-2004/Jun W1	(c) 2004 FIZ TECHNIK
File	99:Wilson Appl. Sci & Tech Abs 1983-2004/Aug	(c) 2004 The HW Wilson Co.
File	103:Energy SciTec 1974-2004/Aug B2	(c) 2004 Contains copyrighted material
File	144:Pascal 1973-2004/Sep W2	(c) 2004 INIST/CNRS
File	202:Info. Sci. & Tech. Abs. 1966-2004/Sep 09	(c) 2004 EBSCO Publishing
File	233:Internet & Personal Comp. Abs. 1981-2003/Sep	(c) 2003 EBSCO Pub.
File	239:Mathsci 1940-2004/Nov	(c) 2004 American Mathematical Society
File	275:Gale Group Computer DB(TM) 1983-2004/Sep 20	(c) 2004 The Gale Group
File	434:SciSearch(R) Cited Ref Sci 1974-1989/Dec	(c) 1998 Inst for Sci Info
File	647:CMP Computer Fulltext 1988-2004/Sep W2	(c) 2004 CMP Media, LLC
File	674:Computer News Fulltext 1989-2004/Aug W4	(c) 2004 IDG Communications
File	696:DIALOG Telecom. Newsletters 1995-2004/Sep 20	(c) 2004 The Dialog Corp.

Sèt	Items	Description
S1	237	ESERVICE? OR (E OR ELECTRONIC)()SERVICE? OR WEB()SELF()SERVICE? OR WEB()SELF()SERVICE? OR (ONLINE OR ON()LINE)()SELF()HELP
S2	60865	EXPERT()OBJECT? OR (SOFTWARE OR INTELLIGENT OR AUTONOMOUS-) (2N) (AGENT? OR ROBOT?) OR IA OR BOT OR BOTS
S3	6972	ECOMMERCE OR (E OR ELECTRONIC)()COMMERCE
S4	3324842	HIERARCH? OR RANK? OR STANDING OR POSITION? OR ORDER? OR TIER?
S5	4395767	ITEM? OR GOODS OR MATERIAL? OR MERCHANDISE OR MATERIEL? OR WARE? OR COMMODIT? OR STOCK?
S6	1808270	SERVICE? OR AID? OR HELP OR ASSISTANCE OR SUPPORT OR TASK? OR ORACLE OR SYBASE OR ACCESS
S7	786901	ALL OR GLOBAL OR UNIVERSAL
S8	17468	(TRANSACTION? OR ACTIVIT? OR EXECUTION?) (2N) (MANAGEMENT OR MANAGE? ? OR MANAGING OR CONTROL OR ADMINISTER? OR ADMINISTRATION OR OVERSIGHT OR CONTROL? OR SUPERVIS?)
S9	2	S1 AND S2
S10	25	S3 AND S2
S11	23	S1 AND S4
S12	1475	S3 AND S4
S13	2858	S7 (3N) (S5 AND S6)
S14	23933	S7 (3N) (S5 OR S6)
S15	5	S12 AND S13
S16	23	S12 AND S14
S17	178	S3 AND S8
S18	5	S1 AND S8
S19	38	S17 AND S4
S20	110	S9 OR S10 OR S11 OR S15 OR S16 OR S18 OR S19
S21	96	S20 AND IC=G06F?
S22	7	S21 AND IC=G06F-009?
S23	11	S20 AND MC=(T01-F07 OR T01-J16A OR T01-N01A2)
S24	16	S22 OR S23
S25	13	S20 AND IC=(G06E-001? OR G06E-003? OR G06F-015? OR G06G-00-7? OR G06N-003?)
S26	24	S24 OR S25

File 347:JAPIO Nov 1976-2004/May(Updated 040903)
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File 350:Derwent WPIX 1963-2004/UD,UM &UP=200459
(c) 2004 Thomson Derwent

26/5/1 (Item 1 from file: 350)
DIALOG(R) File 350:Derwent WPIX
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016433257 **Image available**
WPI Acc No: 2004-591174/200457
XRPX Acc No: N04-467449

Data processing system utilizing virtual mailbox, reorders messages into new hierarchical structure corresponding to needs of sender or recipient, without reordering hierarchical structure of other party

Patent Assignee: LIU S (LIUS-I); SONG J (SONG-I); WANG H (WANG-I)

Inventor: LIU S; SONG J; WANG H

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 6769012	B1	20040727	US 2000621843	A	20000724	200457 B

Priority Applications (No Type Date): US 2000621843 A 20000724

Patent Details:

Patent No	Kind	Lan	Pg	Main	IBC	Filing Notes
US 6769012	B1	11	G06F-015/16			

Abstract (Basic): US 6769012 B1

NOVELTY - A virtual mail box stores the received messages which are accessible on authentication. A message reordering unit reorders the messages into a new hierarchical structure corresponding to the needs of sender or recipient, without reordering the hierarchical structure of the other party. The messages requiring consent of both the sender and the recipient, are deleted.

DETAILED DESCRIPTION - An INDEPENDENT CLAIM is also included for virtual mail box message management method.

USE - For managing message transaction using virtual mail box, in communication systems with integrated live call center automatic call distribution (ACD) agents, analog display services interface (ADSI), enhanced integrative voice response (IVR) system, world wide web (WWW) servers used for e-commerce.

ADVANTAGE - Secure virtual mail box is provided in which the need for maintaining duplicate information is eliminated and the messages are deleted on receiving the consent from both the parties. The messages are ordered as required without imparting other party's order.

DESCRIPTION OF DRAWING(S) - The figure shows an illustrative diagram showing the order of messages.

pp; 11 DwgNo 2/6

Title Terms: DATA; PROCESS; SYSTEM; UTILISE; VIRTUAL; MAILBOX; MESSAGE; NEW
; HIERARCHY ; STRUCTURE; CORRESPOND; NEED; SEND; RECIPIENT; STRUCTURE;
PARTY

Derwent Class: T01

International Patent Class (Main): G06F-015/16

File Segment: EPI

26/5/2 (Item 2 from file: 350)
DIALOG(R) File 350:Derwent WPIX
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016289564 **Image available**
WPI Acc No: 2004-447459/200442
XRPX Acc No: N04-353818

Software intelligent agent controlling method, involves coordinating reflex action generation and planned action generation by nexus to re-program adaptive architecture, where nexus includes intercessory feedback control

Patent Assignee: SANDIA CORP (SAND-N)

Inventor: GOLDSMITH S Y

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 6754643	B1	20040622	US 2000237934	P	20001003	200442 B
			US 2001882397	A	20010614	

Priority Applications (No Type Date): US 2000237934 P 20001003; US 2001882397 A 20010614

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
US 6754643	B1	19	G06F-015/18	Provisional application US 2000237934

Abstract (Basic): US 6754643 B1

NOVELTY - The method involves generating a reflex action to a stimulus by an intelligent agent and generating a planned action to the stimulus by the intelligent agent, according to a goal. The reflex action generation and the planned action generation are coordinated by a nexus to re-program an adaptive architecture, where the nexus includes an intercessory feedback control.

USE - Used for controlling a software intelligent agent to respond to a stimulus according to a goal (claimed) with an agent architecture that is used to facilitate an electronic commerce and an electronic information including tele-education, telecommunication within a business environment and tele-medicine.

ADVANTAGE - The method coordinates the reflex action generation and the planned action generation by the nexus to re-program adaptive architecture with intercessory feedback control, thereby adaptively integrating reflexive and deliberative responses to the stimulus according to the goal.

DESCRIPTION OF DRAWING(S) - DESCRIPTION OF DRAWING - The drawing shows a flow diagram of a method of controlling a software intelligent agent to respond to a stimulus according to a goal of an elaboration process within agent architecture.

pp; 19 DwgNo 5/9

Title Terms: SOFTWARE; INTELLIGENCE; AGENT; CONTROL; METHOD; COORDINATE; REFLEX; ACTION; GENERATE; PLAN; ACTION; GENERATE; PROGRAM; ADAPT; ARCHITECTURE; FEEDBACK; CONTROL

Derwent Class: T01

International Patent Class (Main): G06F-015/18

File Segment: EPI

26/5/12 (Item 12 from file: 350)
 DIALOG(R) File 350:Derwent WPIX
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014968486 **Image available**

WPI Acc No: 2003-029000/200302

Related WPI Acc No: 2002-598823; 2003-182947; 2003-448242; 2003-710835; 2003-901154

XRPX Acc No: N03-022838

Adaptive service adjustment method for electronic transaction management system, involves comparing performance of higher and lower level behavior experts with objective functions for identifying transaction problems

Patent Assignee: COX E D (COXE-I); QIU S (QIUS-I); WANG X (WANG-I)

Inventor: COX E D; QIU S; WANG X

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 20020128991	A1	20020912	US 2000243470	P	20001027	200302 B
			US 200132966	A	20011026	

Priority Applications (No Type Date): US 2000243470 P 20001027; US 200132966 A 20011026

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
US 20020128991	A1	15	G06F-009/44	Provisional application US 2000243470

Abstract (Basic): US 20020128991 A1

NOVELTY - The behavior expert objects are distributed at different hierarchy levels of e - service management system, for performing feed-forward reasoning from low level behavior experts to high level behavior experts. The performance of behavior experts are compared with various objective functions for identifying transaction problems.

DETAILED DESCRIPTION - An INDEPENDENT CLAIM is included for adjustment system of e - services .

USE - For transaction management of various electronic transactions through Internet.

ADVANTAGE - The infrastructure of e - commerce is managed intelligently by efficient distribution of behavior expert objects at different hierarchy levels.

DESCRIPTION OF DRAWING(S) - The figure shows the high level block diagram of e - service management system.

pp; 15 DwgNo 1/8

Title Terms: ADAPT; SERVICE; ADJUST; METHOD; ELECTRONIC; TRANSACTION;
MANAGEMENT; SYSTEM; COMPARE; PERFORMANCE; HIGH; LOWER; LEVEL; BEHAVE;
OBJECTIVE; FUNCTION; IDENTIFY; TRANSACTION; PROBLEM

Derwent Class: T01

International Patent Class (Main): G06F-009/44

File Segment: EPI

26/5/18 (Item 18 from file: 350)
DIALOG(R) File 350:Derwent WPIX
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014622731 **Image available**

WPI Acc No: 2002-443435/200247

Related WPI Acc No: 2001-355393; 2002-471006; 2003-440096; 2003-634710;
2004-070427

XRPX Acc No: N02-349368

Automated negotiation system for e - commerce , enables buyer's intelligent negotiation agent to engage in negotiation with seller's INA, when seller's INA responds to buyer's INA query

Patent Assignee: SOLOMON N (SOLO-I)

Inventor: SOLOMON N

Number of Countries: 096 Number of Patents: 004

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 20020046157	A1	20020418	US 99162932	P	19991101	200247 B
			US 2000250819	P	20001201	
			US 20017434	A	20011203	
WO 200367494	A1	20030814	WO 2001US47023	A	20011203	200354
GB 2390194	A	20031231	WO 2001US47023	A	20011203	200403
			GB 200314327	A	20030619	
AU 2001297749	A1	20030902	AU 2001297749	A	20011203	200425
Priority Applications (No Type Date): US 20017434 A 20011203; US 99162932 P 19991101; US 2000250819 P 20001201						

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
US 20020046157	A1	129	G06F-017/60	Provisional application	US 99162932

Provisional application US 2000250819

WO 200367494 A1 E G06F-017/60
Designated States (National): AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA
CH CN CO CR CU CZ DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS
JP KE KG KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL
PT RO RU SD SE SG SI SK SL TJ TM TR TT TZ UA UG UZ VN YU ZA ZW
Designated States (Regional): AT BE CH CY DE DK EA ES FI FR GB GH GM GR
IE IT KE LS LU MC MW MZ NL OA PT SD SE SL SZ TR TZ UG ZM ZW
GB 2390194 A G06F-017/60 Based on patent WO 200367494
AU 2001297749 A1 G06F-017/60 Based on patent WO 200367494

Abstract (Basic): US 20020046157 A1

NOVELTY - A buyer's intelligent negotiation agent (INA)

transmits a buyer's initial query regarding a selected item, to a seller's intelligent negotiation agent . When the buyer's INA receives a response from the seller's INA, the buyer's INA engages in negotiation with the seller's INA for procurement of the selected item.

DETAILED DESCRIPTION - INDEPENDENT CLAIMS are included for the following:

- (1) Automated procurement closing system;
- (2) Automated procurement system;
- (3) Automated procurement negotiation method;
- (4) Automated procurement closing method;
- (5) Automated procurement method;
- (6) Automated arbitrage system;
- (7) Automated arbitrage method; and
- (8) Computer program product for item procurement; and
- (9) Computer program product for automated arbitrage.

USE - Electronic sourcing, evolutionary computation-based data analysis and synthesis applications, artificial intelligence, marketing and financial services network integration, multivariate and multilateral interactive negotiation processes, item customization, mobility processes of intelligent negotiation agents (INAs), complex negotiation and auction approaches, bidding for products, aggregation and arbitrage capabilities for point-to-point electronic commerce using Internet.

ADVANTAGE - Services and bundles using dynamic pricing approaches thereby enhancing processing efficiencies and productivity.

DESCRIPTION OF DRAWING(S) - The figure shows the architecture of a cooperative communication network.

pp; 129 DwgNo 1/92

Title Terms: AUTOMATIC; NEGOTIATE; SYSTEM; ENABLE; BUY; INTELLIGENCE;

NEGOTIATE; AGENT; ENGAGE; NEGOTIATE; RESPOND; BUY; QUERY

Derwent Class: T01

International Patent Class (Main): G06F-017/60

International Patent Class (Additional): G06F-009/44

File Segment: EPI

26/5/19 (Item 19 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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014613479 **Image available**

WPI Acc No: 2002-434183/200246

XRPX Acc No: N02-341696

Electronic commerce web site manager has servlet engine for invoking servlet corresponding to the function referenced by HTML tag of received web page

Patent Assignee: NGUYEN M (NGUY-I)

Inventor: NGUYEN M

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 20020038256	A1	20020328	US 2000216824	P	20000707	200246 B
			US 2001900397	A	20010706	

Priority Applications (No Type Date): US 2000216824 P 20000707; US

2001900397 A 20010706

Patent Details:

Patent No Kind Lan Pg Main IPC Filing Notes

US 20020038256 A1 91 G06F-017/60 Provisional application US 2000216824

Abstract (Basic): US 20020038256 A1

NOVELTY - A sever receives a web page with a HTML tag corresponding to a servlet e - commerce function. A servlet engine (102) invokes the servlet corresponding to the function referenced by the HTML tag.

DETAILED DESCRIPTION - An INDEPENDENT CLAIM is also included for e - commerce web site management method.

USE - For creating, updating and accessing e - commerce web site

for online business applications.

ADVANTAGE - A web site designer integrates the e-commerce functionality into a merchant's web site by naming each web page according to e-commerce functions are provided by the transaction control system. Allows the designer to add merchant e-commerce functionality such as shopping carts, credit card validation and payment, purchase order system, automatic e-mail order confirmation, product comparison or other e-commerce functions directly onto the desired web page.

DESCRIPTION OF DRAWING(S) - The figure shows the components and data flow in e-commerce web site manager.

Servlet engine (102)

pp; 91 DwgNo 1/6

Title Terms: ELECTRONIC; WEB; SITE; MANAGE; ENGINE; INVOKE; CORRESPOND;

FUNCTION; REFERENCE; TAG; RECEIVE; WEB; PAGE

Derwent Class: T01; T05

International Patent Class (Main): G06F-017/60

File Segment: EPI

26/5/20 (Item 20 from file: 350)

DIALOG(R) File 350:Derwent WPIX

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014595127 **Image available**

WPI Acc No: 2002-415831/200244

XRPX Acc No: N02-327156

Purchase transaction management method in e-commerce, involves storing product, supplier and customer details in separate databases of content management system

Patent Assignee: STEVA PURCHASING GROUP AS (STEV-N)

Inventor: EGSDAL S; VAGNBY M J

Number of Countries: 095 Number of Patents: 003

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
WO 200221352	A1	20020314	WO 2000DK486	A	20000904	200244 B
AU 200068210	A	20020322	AU 200068210	A	20000904	200251
			WO 2000DK486	A	20000904	
EP 1323082	A1	20030702	EP 2000956153	A	20000904	200344
			WO 2000DK486	A	20000904	

Priority Applications (No Type Date): WO 2000DK486 A 20000904

Patent Details:

Patent No Kind Lan Pg Main IPC Filing Notes

WO 200221352 A1 E 28 G06F-017/60

Designated States (National): AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CR CU CZ DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT TZ UA UG US UZ VN YU ZA ZW

Designated States (Regional): AT BE CH CY DE DK EA ES FI FR GB GH GM GR IE IT KE LS LU MC MW MZ NL OA PT SD SE SL SZ TZ UG ZW

AU 200068210 A G06F-017/60 Based on patent WO 200221352

EP 1323082 A1 E G06F-017/60 Based on patent WO 200221352

Designated States (Regional): AL AT BE CH CY DE DK ES FI FR GB GR IE IT LI LT LU LV MC MK NL PT RO SE SI

Abstract (Basic): WO 200221352 A1

NOVELTY - The databases (PD,SD,CD) storing details of goods suppliers (S1-Sn) and customers (C1-Cn), respectively, is accessed by a customer, based on customer identification input to content management system (CMS). The CMS generates corresponding order with delivery instructions to a supplier, receives and accepts invoice from supplier, performs book-keeping and financial transaction, communicates invoice to customer and performs payment transaction using a software, in response to purchase request from a customer.

DETAILED DESCRIPTION - An INDEPENDENT CLAIM is also included for purchase transaction management system.

USE - For business-to-business e - commerce in internet.

ADVANTAGE - A virtually unlimited range of products and services are offered to the customers from a single site, by incorporating content management provider between several purchasing customers and several suppliers of goods and services, thus simplifying purchasing routines. The content management provider conducts all transactions following request for transaction from a customer, resulting in considerable savings of internal expenditure, and expenses directly related to purchased goods and articles.

DESCRIPTION OF DRAWING(S) - The figure shows the block diagram of purchase transaction management system.

Customers (C1-Cn)
Customer database (CD)
Product database (PD)
Supplier database (SD)
Suppliers (S1-Sn)
pp; 28 DwgNo 2/4

Title Terms: PURCHASE; TRANSACTION; MANAGEMENT; METHOD; STORAGE; PRODUCT;
SUPPLY; CUSTOMER; DETAIL; SEPARATE; CONTENT; MANAGEMENT; SYSTEM

Derwent Class: T01

International Patent Class (Main): G06F-017/60

File Segment: EPI

26/5/21 (Item 21 from file: 350)
DIALOG(R)File 350:Derwent WPIX
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014345023 **Image available**
WPI Acc No: 2002-165726/200222
XRPX Acc No: N02-126551

Application environment e.g. for E - commerce applications, maintains execution state information during suspension so that ordered processing operation resumes from suspension point on resolving suspension condition

Patent Assignee: ORSUS SOLUTIONS LTD (ORSU-N); ORSUS CO LTD (ORSU-N);
ACRICH Y (ACRI-I); COHEN M (COHE-I); KHOLMYANSKY M (KHOL-I); SHAYA Y
(SHAY-I); WEINBERG A (WEIN-I)

Inventor: ACRICH Y; COHEN M; KHOLMYANSKY M; SHAYA Y; WEINBERG A

Number of Countries: 030 Number of Patents: 005

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
EP 1128266	A2	20010829	EP 2001301509	A	20010220	200222 B
AU 200123136	A	20010823	AU 200123136	A	20010221	200222
CA 2337683	A1	20010822	CA 2337683	A	20010221	200222
CN 1312505	A	20010912	CN 2001103834	A	20010222	200222
US 20030120731	A1	20030626	US 2000510352	A	20000222	200343
			US 2003365494	A	20030213	

Priority Applications (No Type Date): US 2000510352 A 20000222; US
2003365494 A 20030213

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
EP 1128266	A2	E	18	G06F-009/46	

Designated States (Regional): AL AT BE CH CY DE DK ES FI FR GB GR IE IT
LI LT LU LV MC MK NL PT RO SE SI TR

AU 200123136	A	G06F-017/60
CA 2337683	A1 E	G06F-009/48
CN 1312505	A	G06F-013/10
US 20030120731	A1	G06F-015/16 Div ex application US 2000510352

Abstract (Basic): EP 1128266 A2

NOVELTY - An application component (14) executes ordered processing operations in response to call from a host application (12) until a suspension is met. The component maintains execution state information (20) and returns execution control to host application during suspension. The component resumes operation from the point of suspension on resolving the suspense condition.

DETAILED DESCRIPTION - INDEPENDENT CLAIMS are also included for the following:

- (a) Bridging system;
- (b) System for sharing variables between two different programming languages;
- (c) Method of bridging between e - commerce application on e - commerce application server and e - commerce agent application on e - commerce agent application server;
- (d) Method for sharing variables between two different programming languages

USE - For maintaining cooperation between software applications
e.g. E - commerce applications.

ADVANTAGE - The operation of the ordered process is resumed at the point of suspension, as instruction pointer indicating instruction at the point of suspension is included in the execution state information which is maintained from call to call.

DESCRIPTION OF DRAWING(S) - The figure shows the block diagram of cooperative software application architecture.

Host application (12)

Application component (14)

Execution state information (20)

pp; 18 DwgNo 1/6

Title Terms: APPLY; ENVIRONMENT; APPLY; MAINTAIN; EXECUTE; STATE;

INFORMATION; SUSPENSION; SO; ORDER ; PROCESS; OPERATE; SUSPENSION; POINT ; RESOLUTION; SUSPENSION; CONDITION

Derwent Class: T01

International Patent Class (Main): G06F-009/46 ; G06F-009/48 ;

G06F-013/10 ; G06F-015/16 ; G06F-017/60

International Patent Class (Additional): G06F-003/00 ; G06F-009/40 ;

G06F-009/45

File Segment: EPI

26/5/22 (Item 22 from file: 350)

DIALOG(R) File 350:Derwent WPIX

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014301649 **Image available**

WPI Acc No: 2002-122353/200216

XRPX Acc No: N02-091774

Method of assisting purchaser to conduct commerce on computer network by using non-monotonic truth maintenance system to create plans

Patent Assignee: APPLIED SYSTEMS INTELLIGENCE INC (APPL-N)

Inventor: GEDDES N D

Number of Countries: 093 Number of Patents: 002

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
WO 200199010	A1	20011227	WO 2001US19714	A	20010621	200216 B
AU 200171351	A	20020102	AU 200171351	A	20010621	200230

Priority Applications (No Type Date): US 2000598240 A 20000621

Patent Details:

Patent No Kind Lan Pg Main IPC Filing Notes

WO 200199010 A1 E 53 G06F-017/60

Designated States (National): AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CR CU CZ DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT TZ UA UG UZ VN YU ZA ZW

Designated States (Regional): AT BE CH CY DE DK EA ES FI FR GB GH GM GR IE IT KE LS LU MC MW MZ NL OA PT SD SE SL SZ TR TZ UG ZW

AU 200171351 A G06F-017/60 Based on patent WO 200199010

Abstract (Basic): WO 200199010 A1

NOVELTY - Method consists in determining a goal for a purchaser pertaining to a commerce domain, and using a knowledge base containing plan, goal and concept graphs to create partial order plans to satisfy the goal using a non-monotonic truth maintenance system . The plan

includes a list of items needed to carry out the goal

DETAILED DESCRIPTION - There is an INDEPENDENT CLAIM for a buyer agent for conducting electronic commerce across a computer network.

USE - Method is for using a software agent to assist users in retrieving information, obtaining services and purchasing products across e.g. the Internet using a personalized interface.

DESCRIPTION OF DRAWING(S) - The figure shows a buyer agent system.
pp; 53 DwgNo 1/10

Title Terms: METHOD; ASSIST; PURCHASE; CONDUCTING; COMPUTER; NETWORK; NON;
MONOTONIC; TRUE; MAINTAIN; SYSTEM; PLAN

Derwent Class: T01

International Patent Class (Main): G06F-017/60

File Segment: EPI

26/5/23 (Item 23 from file: 350)
DIALOG(R)File 350:Derwent WPIX
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014012240 **Image available**

WPI Acc No: 2001-496454/200154

XRPX Acc No: N01-367920

Clustered computer system

Patent Assignee: BIZTRO INC (BIZT-N); B-HUB INC (BHUB-N)

Inventor: D'SOUZA R P

Number of Countries: 094 Number of Patents: 004

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
WO 200101221	A2	20010104	WO 2000US17857	A	20000628	200154 B
AU 200057769	A	20010131	AU 200057769	A	20000628	200154
US 6446218	B1	20020903	US 99346000	A	19990630	200260
US 6453468	B1	20020917	US 99346074	A	19990630	200264

Priority Applications (No Type Date): US 99346155 A 19990630; US 99344266 A 19990630; US 99345250 A 19990630; US 99346000 A 19990630; US 99346074 A 19990630

Patent Details:

Patent No Kind Lan Pg Main IPC Filing Notes

WO 200101221 A2 E 72 G06F-000/00

Designated States (National): AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA
CH CN CR CU CZ DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP
KE KG KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT
RO RU SD SE SG SI SK SL TJ TM TR TT TZ UA UG US UZ VN YU ZA ZW

Designated States (Regional): AT BE CH CY DE DK EA ES FI FR GB GH GM GR
IE IT KE LS LU MC MW MZ NL OA PT SD SE SL SZ TZ UG ZW

AU 200057769 A G06F-000/00 Based on patent WO 200101221

US 6446218 B1 G06F-015/16

US 6453468 B1 G06F-009/44

Abstract (Basic): WO 200101221 A2

NOVELTY - System has one cluster of computers connected to service transaction requests and comprises an intelligent director agent coupled to two heterogeneous computers to receive computer-specific information and software module-specific information from them. The agent routes transaction requests to the computers and reconfigures the software modules on them in response to information from them. The software module-specific information includes software version information relevant to the modules and the agent also receives external historical profiles (268) on past transaction requests.

DETAILED DESCRIPTION - There are INDEPENDENT CLAIMS for (1) a method of balancing load levels among computers and (2) a method of predicting computer stress in clustered computers.

USE - System is for improving the reliability and response time of a scalable computer system used in e-commerce applications through the Internet.

DESCRIPTION OF DRAWING(S) - The drawing shows a clustered computer

system architecture with an intelligent director agent .
pp; 72 DwgNo 2/13
Title Terms: CLUSTER; COMPUTER; SYSTEM
Derwent Class: T01
International Patent Class (Main): G06F-000/00 ; G06F-009/44 ;
G06F-015/16
File Segment: EPI

26/5/24 (Item 24 from file: 350)
DIALOG(R)File 350:Derwent WPIX
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013310564 **Image available**
WPI Acc No: 2000-482501/200042
XRPX Acc No: N00-358745

Software agent verification system for use in distributed computing environment compares original and return software agent finger prints from origin and destination sites based on which verification voice is sent to origin site

Patent Assignee: KONINK PHILIPS ELECTRONICS NV (PHIG); PHILIPS
ELECTRONICS NORTH AMERICA CORP (PHIG)

Inventor: FREEMAN M

Number of Countries: 090 Number of Patents: 007

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
WO 200038034	A1	20000629	WO 99EP9258	A	19991129	200042 B
AU 200013874	A	20000712	AU 200013874	A	19991129	200048
EP 1057097	A1	20001206	EP 99973499	A	19991129	200064
			WO 99EP9258	A	19991129	
CN 1298499	A	20010606	CN 99805313	A	19991129	200157
KR 2001041169	A	20010515	KR 2000709219	A	20000821	200167
US 6330588	B1	20011211	US 98217413	A	19981221	200204
JP 2002533799	W	20021008	WO 99EP9258	A	19991129	200281
			JP 2000590027	A	19991129	

Priority Applications (No Type Date): US 98217413 A 19981221

Patent Details:

Patent No Kind Lan Pg Main IPC Filing Notes

WO 200038034 A1 E 40 G06F-001/00
Designated States (National): AE AL AM AT AU AZ BA BB BG BR BY CA CH CN
CR CU CZ DE DK DM EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP
KR KZ LC LK LR LS LT LU LV MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG
SI SK SL TJ TM TR TT TZ UA UG UZ VN YU ZA ZW
Designated States (Regional): AT BE CH CY DE DK EA ES FI FR GB GH GM GR
IE IT KE LS LU MC MW NL OA PT SD SE SL SZ TZ UG ZW
AU 200013874 A G06F-001/00 Based on patent WO 200038034
EP 1057097 A1 E G06F-001/00 Based on patent WO 200038034
Designated States (Regional): AL AT BE CH CY DE DK ES FI FR GB GR IE IT
LI LT LU LV MC MK NL PT RO SE SI
CN 1298499 A G06F-001/00
KR 2001041169 A G06F-009/44
US 6330588 B1 G06F-015/16
JP 2002533799 W 53 G06F-011/00 Based on patent WO 200038034

Abstract (Basic): WO 200038034 A1

NOVELTY - The origin site (102) outputs a software agent with an entrusted task and/or with some information to the trusted site (106). The trusted site (104) performs one-way hash function to the received software agent and forwards it to destination site (106). The destination site executes and returns the software to trusted site which compares the original and return software agent finger prints. Based on comparison, verification notice is sent to origin site (102).

DETAILED DESCRIPTION - The origin site (102) launches a software agent . A software agent is associated with one or more resources and as such, is initially launched by any of such resources or other.

The destination site (104) advances the agent through the trusted task. The trusted site (106) verifies the software agent and its activities. The trusted agent does operations such as, for example, receiving/forwarding of software agents, encrypting/decrypting parts of or entire software agents, activity storing, retrieving and comparing of software agent finger prints. The trusted resource sends verification notice to origin site (102). The origin, destination and trusted sites (102,104,106) are in communication with each other through Internet, WWW protocol. The origin and destination sites can be standalone PC in user's home or a node of LAN based computing environment or any other localized/closed computing environment. INDEPENDENT CLAIMS are also included for the following:

(a) a method implemented of a trusted site of a distributed computing environment;

(b) a software agent implemented in a memory of a trusted site

USE - Used in distributed computing environment e.g. information intensive computing environment for verifying software agents and their activities such as banking tasks and associated account information, e - commerce tasks and associated credit card information and other transactions with trade secret or trade sensitive information.

ADVANTAGE - Since the trusted site is non-corruptible, misdirection or redirection of agent, incorporation of virus code or other undesirable functionality in or with the software agent from destination site, replacement or other impersonation of the agent, other modification, supplementation or alteration of agent e.g. its tasks and/or information in inappropriate, impermissible or unauthorized manner, and/or deviation from expected implementation of the agent's tasks is prevented, reliably.

DESCRIPTION OF DRAWING(S) - The figure shows the distributed computing environment.

Origin, destination and trusted sites (102,104,106)
pp; 40 DwgNo 1/4

Title Terms: SOFTWARE; AGENT; VERIFICATION; SYSTEM; DISTRIBUTE; COMPUTATION
; ENVIRONMENT; COMPARE; ORIGINAL; RETURN; SOFTWARE; AGENT; FINGER; PRINT;
ORIGIN; DESTINATION; SITE; BASED; VERIFICATION; VOICE; SEND; ORIGIN; SITE
Derwent Class: T01

International Patent Class (Main): G06F-001/00 ; G06F-009/44 ;
G06F-011/00 ; G06F-015/16

International Patent Class (Additional): G06F-013/00

File Segment: EPI

Set	Items	Description
S1	1057	ESERVICE? OR (E OR ELECTRONIC)()SERVICE? OR WEB()SELF()SERVICE? OR WEB()SELF()SERVICE? OR (ONLINE OR ON()LINE)()SELF()HELP
S2	84878	EXPERT()OBJECT? OR (SOFTWARE OR INTELLIGENT OR AUTONOMOUS-) (2N) (AGENT? OR ROBOT?) OR IA OR BOT OR BOTS
S3	7388	ECOMMERCE OR (E OR ELECTRONIC)()COMMERCE
S4	1397000	HIERARCH? OR RANK? OR STANDING OR POSITION? OR ORDER? OR TIER?
S5	1168597	ITEM? OR GOODS OR MATERIAL? OR MERCHANDISE OR MATERIEL? OR WARE? OR COMMODIT? OR STOCK?
S6	1037654	SERVICE? OR AID? OR HELP OR ASSISTANCE OR SUPPORT OR TASK? OR ORACLE OR SYBASE OR ACCESS
S7	1174568	ALL OR GLOBAL OR UNIVERSAL
S8	29673	(TRANSACTION? OR ACTIVIT? OR EXECUTION?) (2N) (MANAGEMENT OR MANAGE? ? OR MANAGING OR CONTROL OR ADMINISTER? OR ADMINISTRATION OR OVERSIGHT OR CONTROL? OR SUPERVIS?)
S9	52	S1 (S) S2
S10	138	S3 (S) S2
S11	246	S1 (S) S4
S12	2007	S3 (S) S4
S13	6857	S7 (3N) (S5 (S) S6)
S14	76156	S7 (3N) (S5 OR S6)
S15	46	S9 (S) S11
S16	44	S10 (S) S12
S17	57	S12 (S) S13
S18	211	S3 (S) S8
S19	57	S1 (S) S8
S20	30	S15 (S) S19
S21	6	S17 (S) S18
S22	5	S16 (S) S18
S23	153	S15 OR S16 OR S17 OR S19 OR S20 OR S21 OR S22
S24	122	S23 AND IC=(G06E? OR G06F? OR G06G? OR G06N?)
S25	6	S24 AND IC=(G06E-001? OR G06E-003? OR G06F-015? OR G06G-00-7? OR G06N-003?)

File 348:EUROPEAN PATENTS 1978-2004/Sep W02

(c) 2004 European Patent Office

File 349:PCT FULLTEXT 1979-2002/UB=20040916,UT=20040909

(c) 2004 WIPO/Univentio

Available Text	Language	Update	Word Count
CLAIMS B	(English)	9836	678
CLAIMS B	(German)	9836	583
CLAIMS B	(French)	9836	795
SPEC B	(English)	9836	70889
Total word count - document A 0			
Total word count - document B 72945			
Total word count - documents A + B 72945			

INTERNATIONAL PATENT CLASS: G06F-015/16 ...
 ... G06F-009/46

...SPECIFICATION machine, as opposed to the virtual communication used by the higher layers.

Definitions of these sets of **services** have existed in a number of different networks as mentioned above and more recently, interest has centered...then opens the port, issues an I/O request in the form of a read, write or **control**. At that time the processor will take a task switch. When the operating system receives an interrupt...

25/5,K/6 (Item 3 from file: 349)

DIALOG(R) File 349:PCT FULLTEXT

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00757101 **Image available**

INTELLIGENT COMPUTER SYSTEM

SYSTEME INTELLIGENT D'ORDINATEUR

Patent Applicant/Assignee:

MANNA INC, 27 Mica Lane, Wellesley, MA 02481, US, US (Residence), US
 (Nationality)

Inventor(s):

RATSABY Joel, 59 Gordon Street, Tel Aviv, IL

BARNEA Gad, 17 Einstein Street, Haifa, IL

Legal Representative:

KUSMER Toby H, McDermott, Will & Emery, 28 State Street, Boston, MA 02109
 , US

Patent and Priority Information (Country, Number, Date):

Patent: WO 200070481 A1 20001123 (WO 0070481)

Application: WO 2000US13360 20000515 (PCT/WO US0013360)

Priority Application: US 99134105 19990514

Designated States:

(Protection type is "patent" unless otherwise stated - for applications prior to 2004)

AE AL AM AT AU AZ BA BB BG BR BY CA CH CN CR CU CZ DE DK EE ES FI GB GD
 GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MD MG
 MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT UA UG UZ VN
 YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Main International Patent Class: G06F-015/18

International Patent Class: G06F-017/30 ; G06F-017/60 ; G06N-005/02 ;
 G05B-013/02

Publication Language: English

Filing Language: English

Fulltext Availability:

Detailed Description

Claims

Fulltext Word Count: 47372

English Abstract

An intelligent computer system (180) is capable of real time learning, inference and updating of user profiles and trends to facilitate on-line, real-time recommendations or answer queries related to the user, referred to as "personalization", and may be added to, or integrated with, any of

a variety of distributed computer systems (102, 104, 106, 108) to add dynamic personalization capability thereto. The intelligent computer system (180) distributes its processes across the system as processors become available and as a function of the loads across the system. The intelligent computer system (180) includes a business command center (230) for generating and maintaining enterprise specific rules, which may be entered by a non-technical enterprise user. The system also includes a core (210) that serves as an operating system and includes functionality to evaluate which rules should be applied to a consumer and his session. An artificial intelligence system includes a machine learning system for generating and updating Bayesian models, using off-line and on-line processes, which are used by its inference system to make intelligent recommendations related to the user.

French Abstract

La presente invention concerne un systeme intelligent d'ordinateur (180) a capacites d'apprentissage en temps reel, d'inference et de mise a jour de profils utilisateurs et tendant a faciliter, en ligne, des recommandations ou des reponses a des questions en temps reel a l'utilisateur, designees comme "personnalisation", et qui peut etre ajoute a, ou integre avec l'un quelconque de nombreux systemes d'ordinateurs repartis (102, 104, 106, 108) en vue de leur conferer une possibilite de personnalisation dynamique. Le systeme intelligent d'ordinateur (180) repartit ses processus a travers le systeme lorsque des processeurs deviennent disponibles et, en fonction des charges sur le systeme. Ce systeme (180) comprend un centre de commande d'affaires (230) destine a produire et a maintenir des regles specifiques d'entreprise, qui peuvent etre entrees par un utilisateur d'entreprise non technicien. Il comprend aussi un noyau (210) servant un systeme de fonctionnement et comprenant une fonctionnalite permettant d'evaluer quelles regles doivent etre appliquees a un utilisateur et a sa session. Un systeme d'intelligence artificielle comprend un systeme d'apprentissage machine destine a produire et a mettre a jour, au moyen de processus en et hors ligne, des modeles bayesiens utilises par son systeme d'inference afin de pouvoir effectuer des recommandations intelligentes par rapport a l'utilisateur.

Legal Status (Type, Date, Text)

Publication 20001123 A1 With international search report.

Publication 20001123 A1 With amended claims.

Examination 20010503 Request for preliminary examination prior to end of 19th month from priority date

Main International Patent Class: G06F-015/18

International Patent Class: G06F-017/30 ...

... G06F-017/60 ...

... G06N-005/02

Fulltext Availability:

Claims

Claim

... application system. 115. A machine learning system as in claim 93). wherein said application domain is an **ecommerce** domain and one or more of said entities represents a product, service, or product category. 116. A...

...information. 132. A machine learning system as in claim II 6, wherein said application domain is an **ecommerce** domain and one or more of said entities represents a product, service, or product category. 133. A...

...Bayesian models. 135. A machine learning system as in claim 133, wherein said application domain is an **ecommerce** domain, said application system is accessible by consumers via the Web, and one or more of said...models via the Bayesian model network. 156. The method of claim 143 wherein said context is an **e-commerce** context and each of said entities represents

a product, service, or product category.
157. The method of...Supplied net
structure.
Im Accept QRC Notification on
Agent Updated Bayes
Model
IM Client Accept QRC Product **Order**
Agent Evidence
IM Category
change.
IM Rule - Business Accept QRC Request for
object. Agent recommendation.
IM Inference...

...IH Perform

Recommend.

IH Propagate
evidence.

IH Absorb
evidence from
neighbors.

IH Update
Probabilistic
Evidence.

Fig. 15B

IA Inference Agent M Inference Handler Method Invoked Receive Real
Evidence.

IA Request for
query.

IA Request for
recommend.

IA Absorb
Neighbors
Evidence

IA Update
Probabilistic
Evidence.

IA Inference Manager Method Invoked Update Model

IA Session
Terminated

IA Inference Agent Remote Method Propagate Prob
Evidence

IA Remote Method Absorb
Neighbors
Evidence

IA Method Invoked Propagate Prob
Evidence

IA Method Invoke Absorb
Neighbors
Evidence

IA Inference Session Invoke Method Update Session
state

IA Invoke Method Get Session7s
Snapshot

IA JBayes Handler Invoke Method Request for
calculation

is Inference S Inference A(yent Method Invoked Update Session...

...Inference Al IM Query Query Result IM query

Recommend Business Recommend- object
object ation

Fig. 16

520

IA Inference Engine 1732

01 1730 IE I IE IE

Inference 1734 1736 @ 1738

Handler

1722 A Inference...

00850683/5

DIALOG(R)File 349:PCT FULLTEXT

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00850683 **Image available**

INTERNET SERVER SYSTEM TEST AND MEASUREMENT

TEST ET MESURE D'UN SYSTEME DE SERVEUR INTERNET

Patent Applicant/Assignee:

AGILENT TECHNOLOGIES INC, Legal Department, 51U-PD, Intellectual Property
Administration, P.O. Box 58043, Santa Clara, CA 95052-8043, US, US
(Residence), US (Nationality)

Patent Applicant/Inventor:

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BARTZ Thomas G, 2014 Agate Court, Loveland, CO 80538, US, US (Residence),
US (Nationality)

Legal Representative:

TRUMPER Regan L (agent), 815 14th SW Street, Loveland, CO 80537, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200184335 A1 20011108 (WO 0184335)

Application: WO 2001US11826 20010410 (PCT/WO US0111826)

Priority Application: US 2000200295 20000428

Designated States:

(Protection type is "patent" unless otherwise stated - for applications
prior to 2004)

AU CN JP

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR

Main International Patent Class: G06F-015/16

International Patent Class: G06F-015/00; G06F-003/14

Publication Language: English

Filing Language: English

Fulltext Availability:

Detailed Description

Claims

Fulltext Word Count: 2667

English Abstract

A software product for monitoring the performance of an e-commerce
business by reading log files from a plurality of tiers (101, 102, 103,
104), making queries to a database (109), and interacting with an
e-commerce infrastructure (107, 108). Resulting information is presented
as measurements varying over time (106), where the measurements are
business and financial measures.

French Abstract

La presente invention concerne un produit logiciel qui surveille
l'efficacite d'une entreprise de commerce electronique au moyen de la
lecture de fichiers journal provenant d'une pluralite de tiers (101, 102,
103, 104), de l'envoi de requetes a une base de donnees (109) et de
l'interaction avec une infrastructure (107, 108) de commerce
electronique. Les informations resultantes sont presentees en tant que
mesures variant dans le temps (106), lesdites mesures etant des mesures
commerciales et financieres.

Legal Status (Type, Date, Text)

Publication 20011108 A1 With international search report.

?t 00803948/5

00803948/5

DIALOG(R)File 349:PCT FULLTEXT

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00803948 **Image available**

**METHOD OF AND SYSTEM FOR ENABLING BRAND-IMAGE COMMUNICATION BETWEEN VENDORS
AND CONSUMERS**

**PROCEDE ET SYSTEME PERMETTANT DE COMMUNIQUER UNE IMAGE DE MARQUE ENTRE DES
VENDEURS ET DES CONSOMMATEURS**

Patent Applicant/Assignee:

IPF INC, Soundview Plaza, 1266 East Main Street, Stamford, CT 06902, US,
US (Residence), US (Nationality), (For all designated states except:
US)

Patent Applicant/Inventor:

PERKOWSKI Thomas J, 10 Waldon Road, Darien, CT 06820, US, US (Residence),
US (Nationality), (Designated only for: US)

Legal Representative:

PERKOWSKI Thomas J (agent), Thomas J. Perkowski, P.C., Soundview Plaza,
1266 East Main Street, Stamford, CT 06902, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200137540 A2-A3 20010525 (WO 0137540)

Application: WO 2000US31757 20001117 (PCT/WO US0031757)

Priority Application: US 99441973 19991117; US 99447121 19991122; US
99465859 19991217; US 2000483105 20000114; US 2000599690 20000622; US
2000641908 20000818; US 2000695744 20001024

Parent Application/Grant:

Related by Continuation to: US 99441973 19991117 (CIP); US 99447121
19991122 (CIP); US 99465859 19991217 (CIP); US 2000483105 20000114
(CIP); US 2000599690 20000622 (CIP); US 2000641908 20000818 (CIP); US
2000695744 20001024 (CIP)

Designated States:

(Protection type is "patent" unless otherwise stated - for applications
prior to 2004)

AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CR CU CZ DE DK DM DZ EE
ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT
LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM
TR TT TZ UA UG US UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Main International Patent Class: G06F-017/60

International Patent Class: G06F-015/16; G09G-005/00

Publication Language: English

Filing Language: English

Fulltext Availability:

Detailed Description

Claims

Fulltext Word Count: 116871

English Abstract

An integrated consumer product marketing and information system which
enables manufacturers, retailers, and consumers to carry out
product-related functions: an internet product information subsystem (2)
delivers information to interested consumers, using universal product
code information in particular (3); product advertising is delivered to
consumers (2A) within physical and electronic shopping environments; a
sales analysis and forecasting subsystem (5) enables retailer purchasing
agents to make obtain information about manufacturers' products in order
to make informed purchases along the supply chain.

French Abstract

L'invention concerne un systeme integre de maniere fonctionnelle et un
procede de commercialisation, de distribution et d'education/information
de produits de consommation, qui permettent a des fabricants, a des
revendeurs, a leurs agents respectifs et aux consommateurs d'accomplir
quatre fonctions fondamentales associees au produit du cote de la demande
du circuit de detail, a savoir : permettre aux responsables du
commercialisation, de la marque et/ou du produit de creer et de gerer une
image de marque composee pour chaque bien de consommation a la vente
aussi bien sur le marche physique qu'electronique, a permettre aux
fabricants, aux revendeurs et a leurs agents publicitaires et de
commercialisation de montrer a des consommateurs des publicites relatives
aux biens de consommation, dans un point de vente ou a proximite de ce
dernier dans les environnements de commerce au detail aussi bien physique
qu'electronique, de facon a garantir que l'image de marque voulue du

fabriquant soit diffusee et, parallelement, que la demande du produit soit influencee positivement. Le systeme et le procede permettent en outre aux revendeurs, aux fabricants et a leurs agents publicitaires et de commercialisation de promouvoir les produits de consommation aupres des consommateurs dans des environnements de commerce au detail aussi bien physique qu'electronique afin d'influencer positivement (c'est-a-dire de reduire) l'offre de ces produits dans les stocks et de promouvoir les ventes et les profits. Le systeme et le procede permettent aussi aux consommateurs de demander et d'obtenir des informations fiables concernant un produit d'un fabricant afin d'effectuer des achats en toute connaissance de cause du cote de la demande du circuit du detail, tout en permettant a des acheteurs au detail de demander et d'obtenir des informations fiables concernant un produit d'un fabricant afin d'effectuer des achats en toute connaissance de cause du cote de l'offre, influencant ainsi la demande du produit de maniere positive.

Legal Status (Type, Date, Text)

Publication	20010525	A2	Without international search report and to be republished upon receipt of that report.
Search Rpt	20020926		Late publication of international search report
Republication	20020926	A3	With international search report.
Republication	20020926	A3	Before the expiration of the time limit for amending the claims and to be republished in the event of the receipt of amendments.
Examination	20030313		Request for preliminary examination prior to end of 19th month from priority date

Set	Items	Description
S1	171	ESERVICE? OR (E OR ELECTRONIC)()SERVICE? OR WEB()SELF()SERVICE? OR WEB()SELFESERVICE? OR (ONLINE OR ON()LINE)()SELF()HELP
S2	429	EXPERT()OBJECT? OR (SOFTWARE OR INTELLIGENT OR AUTONOMOUS-) (2N) (AGENT? OR ROBOT?) OR IA OR BOT OR BOTS
S3	5852	ECOMMERCE OR (E OR ELECTRONIC)()COMMERCE
S4	7481	HIERARCH? OR RANK? OR STANDING OR POSITION? OR ORDER? OR T- IER?
S5	7473	ITEM? OR GOODS OR MATERIAL? OR MERCHANDISE OR MATERIEL? OR WARE? OR COMMODIT? OR STOCK?
S6	38816	SERVICE? OR AID? OR HELP OR ASSISTANCE OR SUPPORT OR TASK? OR ORACLE OR SYBASE OR ACCESS
S7	16573	ALL OR GLOBAL OR UNIVERSAL
S8	407	(TRANSACTION? OR ACTIVIT? OR EXECUTION?) (2N) (MANAGEMENT OR MANAGE? ? OR MANAGING OR CONTROL OR ADMINISTER? OR ADMINISTRA- TION OR OVERSIGHT OR CONTROL? OR SUPERVIS?)
S9	8	S1 AND S2
S10	52	S3 AND S2
S11	3	S10 AND S4 AND S5 AND S6
S12	5	S10 AND S4 AND (S5 OR S6)
S13	0	S10 AND S8
S14	13	S9 OR S11 OR S12
S15	9	S14 NOT PY>2000
S16	8	S15 NOT PD>20001027

File 256:TecInfoSource 82-2004/Jul

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16/5/1

DIALOG(R)File 256:TecInfoSource
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01096911 DOCUMENT TYPE: Product

PRODUCT NAME: ALife-SmartBot Suite (096911)

Artificial Life USA Inc (664685)
919 3rd Ave #2741
New York, NY 10022 United States
TELEPHONE: (212) 829-4386

RECORD TYPE: Directory

CONTACT: Sales Department

Artificial Life's ALife-SmartBot Suite (TM) is a collection of **e - service bots** that streamline customer information delivery. ALife- SmartBot Suite employs natural language technology, simplifying end- user data requests. The system includes user profiling, reporting, statistical, live chat, and administrative features. ALife-SmartBot Suite's user profiles, generated by the WebGuide and Messenger **bots** , are archived to a database and can be used for reports. The reports can help people customize **bots** ' information capabilities, adjusting data according to customer demand. If questions cannot be handled by **bots** , ALife-SmartBot Suite can forward customers to agents. The management console allows administrators to monitor **bots** and reload knowledgebases. ALife-SmartBot Suite includes the ALife- WebGuide (TM), ALife-KnowledgeEditor (TM), ALife-CallCenter (TM), and ALife-Messenger (TM) components.

DESCRIPTORS: Conferencing; CRM; E-Commerce; Electronic Customer Service;
Software Agents

HARDWARE: Hardware Independent; IBM PC & Compatibles
OPERATING SYSTEM: Windows; Windows NT/2000
PROGRAM LANGUAGES: Not Available
TYPE OF PRODUCT: Micro
POTENTIAL USERS: Customer Service, E-Commerce
PRICE: Available upon request

REVISION DATE: 020822

16/5/2

DIALOG(R)File 256:TecInfoSource
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01078085 DOCUMENT TYPE: Product

PRODUCT NAME: Lightflow (078085)

Lightflow (705471)
980 N Michigan Ave #1775
Chicago, IL 60611 United States
TELEPHONE: (312) 274-9544

RECORD TYPE: Directory

CONTACT: Sales Department

Lightflow's Lightflow (TM) is an online customer collaboration tool system that can be distributed over multiple platforms. Lightflow's scalable application server, which meets 99.999 percent reliability standards, supports a communications channel between customers, **agents** , **software** , and data storage media. Lightflow offers an automated, one-time download connection between call center staff and customers. Before loads are

completed, agents can run diagnostics identifying customers' browsers, operating systems, and multimedia plug-ins. Lightflow's Agent Application provides personnel with logs, Web browsers for agents and customers, a history panel, and other features. The system's Administrative Application can be used to create, edit, or delete agent accounts. Lightflow's CustomerPage feature allows companies to create communications pages for customers. Such pages offer **order** information, links, news, and promotional **material**. Anonymous users can tap temporary Customer Pages. The system's Object Management Application allows nontechnical personnel to manage object libraries and build Customer Pages. Lightflow employs Java and eXtensible Markup Language (XML) technologies in storing and organizing data. Customers employ an EndUser applet and various servlets in linking to the system.

DESCRIPTORS: CRM; **E - Commerce** ; Electronic Customer **Service** ; Internet Marketing; Personalization

HARDWARE: Hardware Independent
OPERATING SYSTEM: Open Systems
PROGRAM LANGUAGES: Java; XML
TYPE OF PRODUCT: Mainframe; Mini; Micro; Workstation
POTENTIAL USERS: Cross Industry, Customer Service Agents
PRICE: Available upon request
REVISION DATE: 20020330

16/5/3

DIALOG(R)File 256:TecInfoSource
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00126108 DOCUMENT TYPE: Review

PRODUCT NAMES: Zilliant Intelligent Pricing Solution (022292);
RetrievalWare WebExpress (728748)

TITLE: The Price Is Right: Zilliant is carving out a niche in the...
AUTHOR: Gaeta, Julie
SOURCE: Knowledge Management, v3 n9 pe10(3) Sep 2000
HOMEPAGE: <http://www.kmmag.com>

RECORD TYPE: Review
REVIEW TYPE: Product Analysis
GRADE: Product Analysis, No Rating

Zilliant's Zilliant Intelligent Pricing Solution uses Convera's Excalibur RetrievalWare WebExpress, an automated search agent, to gather computer prices over the Internet. Zilliant, a provider of advanced business intelligence tools, can give **e - commerce** companies the ability to gain a competitive advantage through strategic pricing. Excalibur RetrievalWare WebExpress processes natural language queries and converts them to concept-based searches that return exact matches and results that are 'synonymous with the original query terms.' Zilliant Intelligent Pricing Solution has integrated components that provide real-time testing, feedback, and monitoring of customer pricing behavior. Modules include the Dynamic Pricing Lab, Pricing Monitor, Site Monitor, Profile Wizard, and Pricing Analyst Workbench. Zilliant now operates in the electronic customer relationship management (e-CRM) markets, in which content providers and analysis-software providers also operate. Zilliant's customer base consists only of online computer and peripheral makers, but Zilliant wants to expand its markets to **support** financial **service** and pharmaceutical industries. Intelligent Pricing Solution costs between \$500,000 and \$1,000,000, but return on investment is fast, especially if many **items** are sold. For instance, according to one study, a 1 percent change in price can generate a 12 percent change in profits. At least one computer vendor, a Zilliant customer, used Intelligent Pricing Solution to collect data and set its prices below that of major competitors, in **order** to obtain an immediate increase in business.

COMPANY NAME: Zilliant Inc (689548); Convera (526959)
SPECIAL FEATURE: Charts
DESCRIPTORS: E - Commerce ; Internet Shopping; Pricing; Search Engines;
Software Agents
REVISION DATE: 20020722

16/5/4
DIALOG(R) File 256:TecInfoSource
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00123914 DOCUMENT TYPE: Review

PRODUCT NAMES: Portals (840564)

TITLE: Gathering, organizing, distributing information
AUTHOR: McKinley, Tony
SOURCE: KM World, v9 n3 p10(1) Apr 2000
ISSN: 1060-894X
HOMEPAGE: <http://www.KMonline.com>

RECORD TYPE: Review
REVIEW TYPE: Product Analysis
GRADE: Product Analysis, No Rating

Web portals used by corporations are briefly described, including AlphaBlox, Autonomy Portal-in-a-Box, Cognos Upfront, Cypress Web, Datawatch Monarch/ES Report Portal, EnCommerce getAccess, Enigma CommerceSight, Experts Exchange, Hyperwave Information Portal, Icarian Workforce eServices, InfoImage Freedom, Inovie TeamCenter, OnDemand, PM Boulevard, and SageWave EIP Browser. Web portals use agents and robots to collect and aggregate information from many sources, lower the amount of work required to find information on large networks, and provide mass customization. AlphaBox provides Web-enabled analytical applications and appeals to statistical analysts. Portal-in-a-Box has an inventive information retrieval technology that monitors multiple information feeds and allows ad hoc categorization, profiling, and hyperlink creation from within new documents. Cypress Web provides secure document management, while EnCommerce getAccess offers the financial framework of the industry and is used by Chase, Prudential, Bank of America, AT&T, and other e-commerce leaders. Experts Exchange provides over 2 million postings from 50,000 experts and 300,000 knowledgeable power users, while InfoImage Freedom provides online education resources, Inovie TeamCenter offers 24x7 collaboration features, and PM Boulevard provides a dependable, huge, diverse project management backbone for Northrop Grumman B-2 division. SageWave EIP Browser integrates more than 4,000 external industry-specific information resources with existing corporate systems.

COMPANY NAME: Vendor Independent (999999)
DESCRIPTORS: Decision Support Systems; Front Ends; Information Retrieval;
Portals; Software Agents
REVISION DATE: 20010430

16/5/5
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00122729 DOCUMENT TYPE: Review

PRODUCT NAMES: vividence.com (794732); SiteAngel (790532); WebCriteria (772321)

TITLE: Web Site Usability Tests Arrive
AUTHOR: Trager, Louis
SOURCE: Interactive Week, v7 n5 p22(1) Feb 7, 2000

ISSN: 1078-7259
HOMEPAGE: <http://www.interactive-week.com>

RECORD TYPE: Review
REVIEW TYPE: Product Analysis
GRADE: Product Analysis, No Rating

Vividence, Evity, and WebCriteria offer **services** to companies who want their Web sites tested for usability. Vividence uses the experiences and comments of a panel of 200 Web users picked from among 80,000 volunteers. Their **services** are cheaper than Evity's or WebCriteria's, who use automated-test reporting. Vividence says that their method records behavior and intent, something which the automated **services** do not provide. Evity's **software agent** SiteAngel 2000 calculates the percentage of times a destination is reached within the time goal set by management, and measures how many times an important site path can be navigated at all, how often individual pages will display as fast as the stated goal, and how swiftly problems are resolved. E-mail warnings are sent out as soon as SiteAngel detects a problem. WebCriteria's **software agent**, Max, measures load factors and tracks accessibility. Site pages can be **ranked** by influence to **help** determine priorities when fixing problems.

COMPANY NAME: Vividence Corp (677817); BMC Software Inc (467219);
Coremetrics Inc (689165)
SPECIAL FEATURE: Charts
DESCRIPTORS: **E - Commerce** ; Internet Traffic Analysis; Quality Assurance;
Software Testing; System Performance; Usability Testing; Web Site
Design; Webmasters
REVISION DATE: 20030925

16/5/6
DIALOG(R) File 256:TecInfoSource
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00122592 DOCUMENT TYPE: Review

PRODUCT NAMES: **eMarketer** (794961); **mySimon** (755141)

TITLE: **Gift Shopping: Half Pain, Half Delight**
AUTHOR: Bort, Julie
SOURCE: MicroTimes, v203 p54(2) Feb 1, 2000
HOMEPAGE: <http://www.microtimes.com>

RECORD TYPE: Review
REVIEW TYPE: Product Analysis
GRADE: Product Analysis, No Rating

E-shoppers can realize significant savings on gift purchases made online by utilizing free gift certificates, shipping deals, and wrapping **services** offered by e-tailers. According to eMarketer, in 1999 one in three online buyers was a first-time **e - commerce** user, spending an average of \$219 online. Shippers such as FedEx, UPS, and the U.S. Postal **Service** profit most from increased **e - commerce**, almost doubling the per-gift cost. Free gift certificates reduce overall costs. In December 1999, eToys.com offered purchasers of more than \$75 a \$10 certificate from baby-Gap.com. Many retailers require sizable purchases to qualify for these offers so shopping **bots**, or shopping-specific search engines, serve as an excellent source. Online shoppers need to beware of the double-shipping whammy over wrapping, in which they pay shipping charges to themselves in **order** to wrap the gift and then pay more in shipping the gift to the recipient. But wrapping is a moneymaker for online merchants and all too often, sites hide information about gift wrap until the last screen. Cooking.com offered not only a gift certificate for free shipping with **orders** over \$35, it offered a discount on wrapping, with each package after the first costing only \$1 each. Yet this site was the source of the most annoying experience, representing the downside of online shopping. Site bugginess, in addition

to high prices for shipping and wrapping **services** , shipping damages, and mishandled **orders** , remain issues facing online shoppers.

COMPANY NAME: eMarketer (677078); mySimon Inc (663719)
DESCRIPTORS: Internet Shopping; Retailers
REVISION DATE: 20000530

16/5/7

DIALOG(R)File 256:TecInfoSource
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00116254 DOCUMENT TYPE: Review

PRODUCT NAMES: Company--Hewlett-Packard Co (850659)

TITLE: HP's Next E - Services Push
AUTHOR: Garvey, Martin J Larsen, Amy K
SOURCE: Information Week, v730 p37(1) Apr 19, 1999
ISSN: 8750-6874
HOMEPAGE: <http://www.informationweek.com>

RECORD TYPE: Review
REVIEW TYPE: Company

Hewlett-Packard's metamorphosis into an **e - service** provider continues unabated, with HP recently demonstrating a new midrange UNIX server, enhancements to the OpenView management system, and a strategy designed to make HP an influence in the enterprise portal markets. The HP 9000 N-Class Enterprise Server is architected to provide robust power, scalability, management, and high-availability features supporting Web commerce. The server provides computing power for current conventional applications and for the next generation of **e - services** , says HP's chairman and CEO Lew Platt. HP includes WebQoS 2.0 software, which allows companies to give preference to site visitors who buy products. A separate processor and bus constantly track and repair system glitches, and forward messages to management consoles. An N-Class cluster will provide a 99.95 percent availability guarantee for the server, operating system, Oracle database, EMC storage, and Cisco networking. A user interviewed is impressed, saying that manageability and **IA -64** support are desirable to any organization developing a high-availability environment.

COMPANY NAME: Hewlett-Packard Co (351016)
DESCRIPTORS: E-Commerce; HP; Network Servers; Software Marketing; Web Servers; Webmasters
REVISION DATE: 20020730

16/5/8

DIALOG(R)File 256:TecInfoSource
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00114676 DOCUMENT TYPE: Review

PRODUCT NAMES: Company--Xerox PARC (850802)

TITLE: Xerox PARC: Robots will manage your networks
AUTHOR: Gittlen, Sandra
SOURCE: Network World, v16 n4 p42(1) Jan 25, 1999
ISSN: 0887-7661
HOMEPAGE: <http://www.nwfusion.com>

RECORD TYPE: Review
REVIEW TYPE: Company

Xerox Palo Alto Research Center (PARC), Xerox's research arm, is making plans for the networks of the future. Xerox PARC's vision of network

management is a fully automated system that does not require human intervention. The company is trying to create self-describing, self-organizing, self-diagnosing, and self-repairing networks. The research center is where Ethernet originated, as well as the mouse and the graphical user interface. The center is looking into how to avoid human intervention by creating robots that can change size, shape, and abilities, depending on the task at hand. The robot project is partially funded by the U.S. Department of Defense. The robots will be able to go into different terrains, and either crawl, walk, run, or climb, depending on the obstacles they may encounter. Another area of innovation at PARC is document banks. The document bank project looks at the theory of document storage as an **electronic service**. A document bank is a central repository where companies or individuals can store important documents, such as contracts or corporate financial information. Today's companies store these documents throughout their networks. PARC is also looking into Web surfing habits to derive a Law of Surfing, a mathematical equation that predicts the limits to how far people will click through sites based on the relevance of the information presented.

COMPANY NAME: Xerox PARC (532703)

DESCRIPTORS: Computer Diagnostics; Data Center Operations; Network
Management; Network **Software** ; **Robotics** ; **Software Marketing** ;
System Monitoring

REVISION DATE: 20020703

Set	Items	Description
S1	2329	ESERVICE? OR (E OR ELECTRONIC)()SERVICE? OR WEB()SELF()SERVICE? OR WEB()SELF()SERVICE? OR (ONLINE OR ON()LINE)()SELF()HELP
S2	58934	EXPERT()OBJECT? OR (SOFTWARE OR INTELLIGENT OR AUTONOMOUS-) (2N) (AGENT? OR ROBOT?) OR IA OR BOT OR BOTS
S3	50576	ECOMMERCE OR (E OR ELECTRONIC)()COMMERCE
S4	3334094	HIERARCH? OR RANK? OR STANDING OR POSITION? OR ORDER? OR TIER?
S5	4047895	ITEM? OR GOODS OR MATERIAL? OR MERCHANDISE OR MATERIEL? OR WARE? OR COMMODIT? OR STOCK?
S6	3416991	SERVICE? OR AID? OR HELP OR ASSISTANCE OR SUPPORT OR TASK? OR ORACLE OR SYBASE OR ACCESS
S7	2653608	ALL OR GLOBAL OR UNIVERSAL
S8	27742	(TRANSACTION? OR ACTIVIT? OR EXECUTION?) (2N) (MANAGEMENT OR MANAGE? ? OR MANAGING OR CONTROL OR ADMINISTER? OR ADMINISTRATION OR OVERSIGHT OR CONTROL? OR SUPERVIS?)
S9	36	S1 AND S2
S10	1541	S3 AND S2
S11	25	S10 AND S4 AND S5 AND S6
S12	17	S10 AND S8
S13	77	S9 OR S11 OR S12
S14	29	S13 NOT PY>2000
S15	28	S14 NOT PD>20001027
S16	27	RD (unique items)
File	8: Ei Compendex(R)	1970-2004/Sep W2 (c) 2004 Elsevier Eng. Info. Inc.
File	35: Dissertation Abs Online	1861-2004/Aug (c) 2004 ProQuest Info&Learning
File	202: Info. Sci. & Tech. Abs.	1966-2004/Sep 09 (c) 2004 EBSCO Publishing
File	65: Inside Conferences	1993-2004/Sep W3 (c) 2004 BLDSC all rts. reserv.
File	2: INSPEC	1969-2004/Sep W2 (c) 2004 Institution of Electrical Engineers
File	233: Internet & Personal Comp. Abs.	1981-2003/Sep (c) 2003 EBSCO Pub.
File	94: JICST-EPlus	1985-2004/Aug W4 (c) 2004 Japan Science and Tech Corp (JST)
File	99: Wilson Appl. Sci & Tech Abs	1983-2004/Aug (c) 2004 The HW Wilson Co.
File	95: TEME-Technology & Management	1989-2004/Jun W1 (c) 2004 FIZ TECHNIK
File	583: Gale Group Globalbase(TM)	1986-2002/Dec 13 (c) 2002 The Gale Group

16/5/1 (Item 1 from file: 8)
DIALOG(R) File 8: Ei Compendex(R)
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05830491 E.I. No: EIP01236532899

Title: Proceedings: 2000 IEEE/RSJ International Conference on
Intelligent Robots and Systems (IROS 2000)
Author: Anon (Ed.)

Conference Title: 2000 IEEE/RSJ International Conference on Intelligent
Robots and Systems

Conference Location: Takamatsu, Japan **Conference Date:**
20001031-20001105

Sponsor: IEEE

E.I. Conference No.: 58086

Source: IEEE International Conference on Intelligent Robots and Systems v
2 2000. 733p

Publication Year: 2000

CODEN: 85RBAH

Language: English

Document Type: CP; (Conference Review) **Treatment:** A; (Applications); T;
(Theoretical)

Journal Announcement: 0106W3

Abstract: This Volume 2 of the conference proceedings contains 120
papers. Topics discussed include e - service robotics, underwater
robots, robot learning, sensor based path planning, mobile robot, haptic
interface, walking robots, teleoperations, small quadruped robots, fuzzy
and neural networks, sensor based control, biped robots, teleoperation,
self-localization of robot soccer, grasping and stiffness analysis, sensor
systems, ultrasonic sensing for mobile robots, haptic interaction and
dynamic simulation, intelligent environment and physical agents, soccer
robotics, robot programming, sensor fusion, adaptive control, navigation
and sensitive skin. (Edited abstract)

Descriptors: Intelligent robots; Internet; Robot learning; Motion
planning; Sensors; Mobile robots; Haptic interfaces; Remote control; Robot
applications; Fuzzy sets; Neural networks; Artificial intelligence;
Adaptive control systems

Identifiers: Electronic service; Underwater robot; Walking robots;
Robot soccer; Quadruped robots; Biped robots; Omnidirectional sensor; EiRev

Classification Codes:

731.6 (Robot Applications); 723.5 (Computer Applications); 731.5
(Robotics); 732.2 (Control Instrumentation); 722.2 (Computer Peripheral
Equipment); 731.1 (Control Systems)

731 (Automatic Control Principles & Applications); 723 (Computer
Software, Data Handling & Applications); 732 (Control Devices); 722
(Computer Hardware)

73 (CONTROL ENGINEERING); 72 (COMPUTERS & DATA PROCESSING)

16/5/2 (Item 2 from file: 8)
DIALOG(R) File 8: Ei Compendex(R)
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05830378 E.I. No: EIP01236532786

Title: E - service robot in home healthcare

Author: Meng, M.; Chen, C.; Liu, P.X.; Rao, M.

Corporate Source: Dept. of Elec. and Computer Eng. University of Alberta,
Edmonton, Alta. T6G 2G7, Canada

Conference Title: 2000 IEEE/RSJ International Conference on Intelligent
Robots and Systems

Conference Location: Takamatsu, Japan **Conference Date:**
20001031-20001105

Sponsor: IEEE

E.I. Conference No.: 58086

Source: IEEE International Conference on Intelligent Robots and Systems v
2 2000. p 832-837

Publication Year: 2000

CODEN: 85RBAH

Language: English

Document Type: CA; (Conference Article) Treatment: A; (Applications); G
; (General Review)

Journal Announcement: 0106W3

Abstract: As the population-aging problem is increasingly pressing the society and the associated healthcare costs are taking up an incremental percentage of the GNP, various inexpensive support systems for elderly people staying alone at home are becoming very demanding. Fortunately, as the Internet continues to expand exponentially and accesses to the Internet become more prevalent in our daily life, home healthcare systems based on teleoperated mobile robot platform via the Internet become feasible. In this paper, we describe a feasibility study and a basic platform design of a teleoperated home healthcare system via the Internet, which include a literature review of the state of the art in research on this topic, discussions on some open problems and challenges facing researchers in this area, and a basic platform design of a home healthcare system via the Internet current under implementation in our research lab. 22 Refs.

Descriptors: Robotics; Internet; Health care; Robot applications; Remote control; Medical applications; Haptic interfaces; Web browsers;

Intelligent robots ; Human computer interaction

Identifiers: Teleoperated home healthcare system; Interactive teleoperation; **E - service**

Classification Codes:

731.6 (Robot Applications); 723.5 (Computer Applications); 461.7 (Health Care); 731.2 (Control System Applications); 731.1 (Control Systems); 722.2 (Computer Peripheral Equipment)

731 (Automatic Control Principles & Applications); 723 (Computer Software, Data Handling & Applications); 461 (Bioengineering); 722 (Computer Hardware)

73 (CONTROL ENGINEERING); 72 (COMPUTERS & DATA PROCESSING); 46 (BIOENGINEERING)

16/5/3 (Item 3 from file: 8)

DIALOG(R) File 8: Ei Compendex(R)

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05666663 E.I. No: EIP00105355912

Title: Secure electronic payments based on mobile agents

Author: Romao, Artur; Da Silva, Miguel Mira; Silva, Alberto

Corporate Source: Universidade de Evora, Port

Source: Distributed and Parallel Databases v 8 n 4 Oct 2000. p 447-470

Publication Year: 2000

CODEN: DAATES ISSN: 0926-8782

Language: English

Document Type: JA; (Journal Article) Treatment: A; (Applications); T;
(Theoretical)

Journal Announcement: 0011W3

Abstract: The SET protocol for secure electronic payments, in particular its purchasing phase, is intended for users connected to the Internet during the entire transaction. This requirement cannot be easily met in high communication costs and/or low bandwidth settings, typically found in mobile computing environments. In this paper we describe SET/A, a system that works according to the SET rules for purchasing operations without forcing the user to be connected during the entire transaction. This is achieved by sending an agent to the merchant's server carrying all the data necessary to **order** and pay the **goods** (products, **services** or information). The paper shows that this can be achieved safely and efficiently, providing an alternative way for Internet payments using the SET protocol. We give our first impressions on SET/A usage by describing a prototype implementation based on a mobile agent system called AgentSpace, as well as detailed example of what we consider a realistic application of the system. (Author abstract) 24 Refs.

Descriptors: Security of data; **Electronic commerce** ; Marketing; Mobile computing; Artificial intelligence; Client server computer systems; Data handling; Network protocols; Software prototyping; Internet

Identifiers: Secure electronic payments; Mobile agents ; Internet payments; **Software Package AgentSpace**
Classification Codes:
723.2 (Data Processing); 723.5 (Computer Applications); 911.4 (Marketing); 723.4 (Artificial Intelligence); 722.4 (Digital Computers & Systems)
723 (Computer Software); 911 (Industrial Economics); 722 (Computer Hardware)
72 (COMPUTERS & DATA PROCESSING); 91 (ENGINEERING MANAGEMENT)

16/5/4 (Item 4 from file: 8)
DIALOG(R) File 8: Ei Compendex(R)
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04502020 E.I. No: EIP96093334902

Title: Mobile service agents and their impacts on IN-based service architectures

Author: Magendanz, T.; Eckardt, T.
Corporate Source: Technical Univ of Berlin, Berlin, Ger
Conference Title: Proceedings of the 1996 IEEE Intelligent Network Workshop, IN'96. Part 2 (of 2)
Conference Location: Melbourne, Aust Conference Date: 19960421-19960424
Sponsor: IEEE
E.I. Conference No.: 45302
Source: IEEE Intelligent Network Workshop, IN v 2 1996. IEEE, Piscataway, NJ, USA, 96TH8174. 6pp
Publication Year: 1996
CODEN: 002435
Language: English
Document Type: CA; (Conference Article) Treatment: A; (Applications); G ; (General Review)
Journal Announcement: 9611W2

Abstract: The emerging information society requires a powerful information infrastructure, which could realize the vision of an 'Electronic Marketplace', where information services and telecommunication services will be offered within an open market by competitive service providers. The rapid and customized provision of services, which we call 'Intelligence on Demand' represents the prerequisite for the realization of a dynamic services market place. In this context a new paradigm is gaining momentum, referred to as 'Intelligent Agents'. For today's progressively deregulated telecommunications services market, the Intelligent Network (IN) represents the technological basis for the rapid provision of advanced telecommunication services. How do INs and **Intelligent Agents** relate? Are they complementary or mutually exclusive approaches. What are the impacts of agent technology on the IN concept? Within this paper we try to give some answers to these questions. (Author abstract)

Descriptors: *Intelligent networks; Telecommunication services; Marketing ; Computer programming; Digital communication systems; Telecommunication control; Distributed computer systems; Mobile telecommunication systems; Technology

Identifiers: Mobile service agents ; **Intelligent agents** ; Intelligence on demand; Service customization; Service provision; **Electronic services market**

Classification Codes:
911.4 (Marketing); 723.1 (Computer Programming); 716.3 (Radio Systems & Equipment); 722.4 (Digital Computers & Systems)
716 (Radar, Radio & TV Electronic Equipment); 911 (Industrial Economics); 723 (Computer Software); 722 (Computer Hardware)
71 (ELECTRONICS & COMMUNICATIONS); 91 (ENGINEERING MANAGEMENT); 72 (COMPUTERS & DATA PROCESSING)

16/5/5 (Item 5 from file: 8)
DIALOG(R) File 8: Ei Compendex(R)
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04400428 E.I. No: EIP96053164833

Title: Intelligent agents : an emerging technology for next generation telecommunications?

Author: Magedanz, T.; Rothermel, K.; Krause, S.

Corporate Source: TU Berlin/GMD Fokus, Berlin, Ger

Conference Title: Proceedings of the 1996 15th Annual Joint Conference of the IEEE Computer and Communications Societies, INFOCOM'96. Part 2 (of 3)

Conference Location: San Francisco, CA, USA Conference Date: 19960324-19960328

Sponsor: IEEE

E.I. Conference No.: 44643

Source: Proceedings - IEEE INFOCOM v 2 1996. IEEE, Piscataway, NJ, USA, 96CB35887. p 464-472

Publication Year: 1996

CODEN: PINFEZ ISSN: 0743-166X

Language: English

Document Type: CA; (Conference Article) Treatment: A; (Applications)

Journal Announcement: 9606W5

Abstract: The telecommunications environment is changing its face towards an open market of information services where the vision is 'information any time, at any place, in any form'. Within this electronic market the aspects of service customization and instant service provision are of fundamental importance. In this context a new paradigm is gaining momentum, referred to as 'Intelligent Agents'. This paper provides an overview of the emerging field of Intelligent Agents (IAs) by identifying their basic properties. Focusing on mobile agents, which could be considered as a specific class of intelligent agents, we identify the chances of agent technology in the context of telecommunications. Here we look at their potential impacts on open service architectures, intelligent communications and network management. (Author abstract) 35 Refs.

Descriptors: *Intelligent networks; User interfaces; Mobile telecommunication systems; Information management; Information technology; Information retrieval; Artificial intelligence; Computer software

Identifiers: Electronic service market; Intelligent agents ; Mobile agents ; Remote programming; Remote procedure call; Service customization

Classification Codes:

723.4 (Artificial Intelligence); 722.2 (Computer Peripheral Equipment); 716.3 (Radio Systems & Equipment); 903.2 (Information Dissemination);

723.5 (Computer Applications)

723 (Computer Software); 722 (Computer Hardware); 716 (Radar, Radio & TV Electronic Equipment); 903 (Information Science)

72 (COMPUTERS & DATA PROCESSING); 71 (ELECTRONICS & COMMUNICATIONS); 90 (GENERAL ENGINEERING)

16/5/6 (Item 1 from file: 35)

DIALOG(R) File 35:Dissertation Abs Online

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01787199 ORDER NO: AADAA-IMQ50792

Practical implementation for authentication of electronic transaction using mobile agents

Author: Hu, Song

Degree: M.Sc.

Year: 1999

Corporate Source/Institution: McGill University (Canada) (0781)

Advisers: Petre Dini; Nathan Friedman

Source: VOLUME 39/01 of MASTERS ABSTRACTS.

PAGE 237. 117 PAGES

Descriptors: COMPUTER SCIENCE

Descriptor Codes: 0984

ISBN: 0-612-50792-0

Mobile agents are often described as a promising technology moving towards the vision of a widely distributed scalable electronic market. The

deployment of **electronic services**, especially in the area of electronic commerce, raises essential questions closely related to security issues. This thesis first describes a common authentication scenario in electronic commerce area. To solve this scenario, we design a mobile agent model which involves two authentication levels: high-level customer authentication and low-level mobile agent authentication. As implementation of high level customer authentication, we select an opened CORBA based Java mobile agent system—Grasshopper. To achieve mobile agent level authentication, we suggest two cutting-edge security techniques: Java fine-grained access control from JDK 1.2 and the Secure Socket Layer (SSL) protocol from Netscape. This project has been done within the group on "Advanced Studies on Mobile Environments" (ASME) as a part of the Consortium MIAMI (Mobile Intelligent Agents for Managing the Information Infrastructure).

16/5/7 (Item 2 from file: 35)
DIALOG(R) File 35:Dissertation Abs Online
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01718080 ORDER NO: AADAA-I9950046

Multi-issue decision-making in supply chain management and electronic commerce

Author: Zeng, Daniel Dajun

Degree: Ph.D.

Year: 1998

Corporate Source/Institution: Carnegie-Mellon University (0041)

Chairs: Katia Sycara; Arthur Hsu

Source: VOLUME 60/11-A OF DISSERTATION ABSTRACTS INTERNATIONAL.

PAGE 4094. 157 PAGES

Descriptors: BUSINESS ADMINISTRATION, MANAGEMENT ; ENGINEERING, INDUSTRIAL ; INFORMATION SCIENCE

Descriptor Codes: 0454; 0546; 0723

Electronic commerce and the vast amounts of real-time information available through means of EDI and the Internet are reshaping the way that enterprises conduct business. A new computational infrastructure and models are needed for a business to gain a competitive edge through effective use of this information base. In this thesis, we develop a model of inter-organizational **electronic commerce** that explores various new choices and opportunities that the electronic marketplace offers. The particular motivating application domain of our work are supply chain management.

Two major performance measures of supply chain activities are cost and lead-time. In our model, we explicitly address these two issues in a unified fashion for a variety of supply chain activities, such as outsourcing, supplier selection, transportation mode selection, and inventory **positioning**. Our main research focus is how to coordinate supply chain activities dynamically and flexibly such that **goods** and **services** can be delivered at the right time in a cost-effective manner. In our model, the supply chain structure is modeled by a conjunctive/disjunctive network. We develop an efficient algorithm to evaluate the alternatives that offer different lead-time and cost parameters. We have coupled this model with operational level decision-making such as stochastic inventory management and developed several effective inventory control policies. Simulation study shows that our model results in significant improvement in solution quality as compared to traditional models.

In supply chains and the electronic marketplace in general, enterprises and consumers interact with each other strategically. A great portion of these interactions are done through negotiation. Recent growing interest in autonomous interacting **software agents** and their potential application in **electronic commerce** has given increased importance to automated negotiation. Evidence both from theoretical analysis and from observations of human interactions suggests that if decision makers can somehow take into consideration what other agents are thinking and furthermore learn during their interactions how other agents behave, their

payoff might increase. In this thesis, we propose a sequential decision making model of negotiation. It provides an adaptive negotiation model capable of exhibiting a rich set of negotiation behaviors. Within the proposed negotiation framework, we model learning as a Bayesian belief update process. We present both theoretical analysis and initial experimental results showing that learning is beneficial in the sequential negotiation model. At the end of the thesis, we will also discuss some of the information systems issues in implementing automated decision support systems for **electronic commerce**.

16/5/8 (Item 1 from file: 202)
DIALOG(R) File 202:Info. Sci. & Tech. Abs.
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3003770

All the news that's fit to send. Four new services.

Author(s): Hattery, M

Corporate Source: EDITOR

Information Retrieval & Library Automation vol. 31, no. 4, pages 1-2

Publication Date: Sep 1995

ISSN: 0020-0220

Language: English

Document Type: Journal Article

Record Type: Abstract

Journal Announcement: 3000

This article describes the information resources available through four new **electronic services**. The first, by Network News Corporation, provides secure satellite delivery of news and information, delivering wire service content by satellite using Hughes Network Systems' DirecPC service and metering technology developed by Wave Systems. Customer site software, built on a Windows NT platform, uses Verity Topic **Agents software** to filter incoming information in real time against user-defined areas of interest. The second, Internet News Alert, is a real-time news-filtering and market data service on the World Wide Web. Subscribers can access information provided by A.M. Best, BusinessWire, Commline, Sports Network, Moody's, DTN, Scripps Howard, Knight Ridder, and others. The third, IAC Industry Express, is a late-breaking full-text database designed for online searchers who need instant access to the texts of trade journals, newsletters and business publications at or near the time of their original publication. The fourth, known as News EyeQ, is a joint venture by News International PLC and DataTimes to develop and market an online service for European businesses.

Descriptors: Business; Electronic information systems; Information sources; Internet

Classification Codes and Description: 7.00 (General Aspects)

Main Heading: Libraries and Information Services

16/5/9 (Item 1 from file: 2)

DIALOG(R) File 2:INSPEC

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7164529 INSPEC Abstract Number: C2002-03-7120-007

Title: Enabling trust formation within agent-mediated virtual environments

Author(s): Papadopoulou, P.; Andreou, A.; Kanellis, P.; Martakos, D.

Author Affiliation: Dept. of Informatics, Athens Univ., Greece

Journal: Virtual Reality vol.5, no.3 p.149-59

Publisher: Springer-Verlag,

Publication Date: 2000 Country of Publication: UK

CODEN: VIREFH ISSN: 1359-4338

SICI: 1359-4338(2000)5:3L:149:ETFW;1-L

Material Identity Number: H234-2001-002

Language: English Document Type: Journal Paper (JP)

Treatment: Economic aspects (E); Practical (P)

Abstract: In E-commerce, the role of trust becomes vital for establishing and maintaining customer relationships. Drawing from established theoretical work on trust and relationship marketing, this paper synthesises a series of trust constructs, determinant variables and trust building processes, and proposes a framework for the formation of trust in customer-business relationships. The framework is conceptualised in the context of an **electronic servicescape**, where trust is formed through iterative interactions with promises being made, enabled and fulfilled. Based on this framework, the paper illustrates how the application of agent and virtual reality technologies can provide the environment and Facilitate the expressiveness demanded by such a servicescape. (47 Refs)

Subfile: C

Descriptors: **electronic commerce**; **software agents** ; virtual reality

Identifiers: trust formation; agent-mediated virtual environments;

E-commerce; customer relationships; marketing; trust building; iterative interactions; virtual reality

Class Codes: C7120 (Financial computing); C6130V (Virtual reality); C6170 (Expert systems and other AI software and techniques)

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16/5/10 (Item 2 from file: 2)

DIALOG(R) File 2:INSPEC

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6939246 INSPEC Abstract Number: C2001-07-7120-031

Title: **Use of mobile agents for IPR management and negotiation**

Author(s): Gallego, I.; Delgado, J.; Garcia, R.

Author Affiliation: Dept. de Tecnologia, Univ. Pompeu Fabra, Barcelona, Spain

Conference Title: Mobile Agents for Telecommunication Applications. Second International Workshop, MATA 2000. Proceedings (Lecture Notes in Computer Science 1931) p.205-13

Editor(s): Horlait, E.

Publisher: Springer-Verlag, Berlin, Germany

Publication Date: 2000 Country of Publication: Germany ix+269 pp.

ISBN: 3 540 41069 4 Material Identity Number: XX-2000-02604

Conference Title: Mobile Agents for Telecommunication Applications. Second International Workshop, MATA 2000

Conference Date: 18-20 Sept. 2000 Conference Location: Paris, France

Language: English Document Type: Conference Paper (PA)

Treatment: Practical (P)

Abstract: The paper describes a model and an implementation of a system to negotiate and manage intellectual property rights (IPR) for the **electronic commerce** of multimedia products such as video sequences, photographs, images, music, documents, etc. This could also be used in the context of electronic publishing **services** like electronic production of books or multimedia CD-ROM. The system considers issues from the IPR negotiation phase when a copyrighted **material** is sold to the control of later payments derived by rights use. The rights use defines the capabilities that an entity has in relation to authorised operations with copyrighted products. In **order** to represent the IPR information, meta data are used. In particular, our implementation adapts existing models for a broker-based architecture. Finally, mobile agents are used to allow brokers to collaborate in the analysis and detection of illegal use of copyrighted **material**. (11 Refs)

Subfile: C

Descriptors: **electronic commerce** ; electronic publishing; industrial property; multimedia computing; **software agents**

Identifiers: mobile agents; IPR management; negotiation; intellectual property rights; **electronic commerce** ; multimedia products; electronic publishing **services** ; payments; rights use; meta data; broker-based architecture; collaboration

Class Codes: C7120 (Financial computing); C6130M (Multimedia); C6170 (Expert systems and other AI software and techniques)

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16/5/11 (Item 3 from file: 2)
DIALOG(R) File 2:INSPEC
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6911931 INSPEC Abstract Number: C2001-06-7180-010

Title: Multi-agent cooperative transactions for e - commerce
Author(s): Chen, Q.; Dayal, U.
Author Affiliation: HP Labs., Hewlett-Packard Co., Palo Alto, CA, USA
Conference Title: Cooperative Information Systems. 7th International Conference, CoopIS 2000. Proceedings (Lecture Notes in Computer Science Vol.1901) p.311-22
Editor(s): Etzion, O.; Scheuermann, P.
Publisher: Springer-Verlag, Berlin, Germany
Publication Date: 2000 Country of Publication: Germany xi+336 pp.
ISBN: 3 540 41021 X Material Identity Number: XX-2000-02608
Conference Title: Cooperative Information Systems. 7th International Conference, CoopIS 2000
Conference Date: 6-8 Sept. 2000 Conference Location: Eilat, Israel
Language: English Document Type: Conference Paper (PA)
Treatment: Theoretical (T)

Abstract: **E - commerce** is a distributed computing environment with dynamic relationships among a large number of autonomous service requesters, brokers and providers. With the increasing automation of **e - commerce** applications, we will see the use of **software agents** that cooperate to perform business transactions. Multi-agent cooperative transactions are different in their requirements both from conventional atomic transactions executed under centralized control and from nested transactions executed under hierarchical **control**. Cooperative **transactions** require peer-to-peer protocols for commit control and failure recovery. The significance and feasibility of this approach have been demonstrated in a prototype implemented at HP Labs, using our dynamic agent infrastructure. (12 Refs)

Subfile: C

Descriptors: **electronic commerce** ; multi-agent systems; protocols; **software agents** ; system recovery

Identifiers: multi-agent cooperative transactions; **e - commerce** ; distributed computing environment; dynamic relationships; autonomous service requesters; autonomous service brokers; autonomous service providers; **software agents** ; business transactions; atomic transactions; centralized control; nested transactions; hierarchical control; peer-to-peer protocols; commit control; failure recovery; dynamic agent infrastructure

Class Codes: C7180 (Retailing and distribution computing); C6170 (Expert systems and other AI software and techniques); C5640 (Protocols); C6155 (Computer communications software); C6150G (Diagnostic, testing, debugging and evaluating systems); C7120 (Financial computing)

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16/5/12 (Item 4 from file: 2)
DIALOG(R) File 2:INSPEC
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6846243 INSPEC Abstract Number: C2001-03-3390-032

Title: Proceedings. 2000 IEEE/RSJ International Conference on Intelligent Robots and Systems (IROS 2000) (Cat. No.00CH37113)
Part vol.1
Publisher: IEEE, Piscataway, NJ, USA
Publication Date: 2000 Country of Publication: USA 3 vol. xlix+2372 pp.
ISBN: 0 7803 6348 5 Material Identity Number: XX-2000-02898
U.S. Copyright Clearance Center Code: 00/\$10.00
Conference Title: Proceedings. 2000 IEEE/RSJ International Conference on Intelligent Robots and Systems (IROS 2000)
Conference Sponsor: IEEE Industrial Electron. Soc.; IEEE Robotics & Autom. Soc.; Robotics Soc. Japan; Soc. Instrum. & Control Eng.; New

Technol. Found.; Kagawa Univ

Conference Date: 31 Oct.-5 Nov. 2000 Conference Location: Takamatsu, Japan

Language: English Document Type: Conference Proceedings (CP)

Abstract: The following topics were covered: personal robotics; manipulator control; soft-computing robotics; 3D ranging; map building; nonholonomic systems; virtual reality and simulation; entertainment and mental commitment robotics; mechatronics elements; robotics and neuroscience; visual servoing; mobile robot localisation; biologically inspired grasping and manipulation; human-robot cooperation; rehabilitation robots; microrobotics; parallel mechanisms; skill and task learning; medical robotics; collision detection; advanced control; demining technologies; **e - service** robotics; underwater robots; sensor based path planning; haptic interfaces; walking robots; teleoperation; quadruped soccer robots; fuzzy and neural networks; sensor based control; biped robots; grasping and stiffness analysis; trajectory planning; autonomous compliant motion; multi-robot systems; snake-like robot; reconfigurable and modular robotics; robot vision; wall climbing and legged robots; kinematics; rescue robotics; vehicle control; motion planning; vision-based navigation; super mechano systems; biologically based robots; robot simulation; adaptive control; sensitive skin; assembly; sensor fusion; robot programming; and ultrasonic sensors.

Subfile: C

Descriptors: robots

Identifiers: personal robotics; manipulator control; soft-computing robotics; 3D ranging; map building; nonholonomic systems; virtual reality; simulation; entertainment robots; mental commitment robotics; mechatronics elements; neuroscience; visual servoing; mobile robot localisation; grasping; manipulation; human-robot cooperation; rehabilitation robots; microrobotics; parallel mechanisms; skill learning; task learning; medical robotics; collision detection; advanced control; demining technologies; **e - service** robotics; underwater robots; sensor based path planning; haptic interfaces; walking robots; teleoperation; quadruped soccer robots; neural networks; sensor based control; biped robots; stiffness analysis; trajectory planning; autonomous compliant motion; multi-robot systems; snake-like robot; reconfigurable robotics; modular robotics; robot vision; wall climbing; legged robots; kinematics; rescue robotics; vehicle control; motion planning; vision-based navigation; super mechano systems; biologically based robots; robot simulation; adaptive control; sensitive skin; assembly; sensor fusion; robot programming; ultrasonic sensors

Class Codes: C3390 (Robotics); C3355 (Control applications in manufacturing processes); C1230 (Artificial intelligence); C7420 (Control engineering computing)

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16/5/13 (Item 5 from file: 2)

DIALOG(R) File 2:INSPEC

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6742196 INSPEC Abstract Number: C2000-12-7120-010

Title: **An agent-based negotiation model supporting transactions in electronic commerce**

Author(s): Limthanmaphon, B.; Yanchun Zhang; Zhongwei Zhang

Author Affiliation: Univ. of Southern Queensland, Toowoomba, Qld., Australia

Conference Title: Proceedings 11th International Workshop on Database and Expert Systems Applications p.440-4

Editor(s): Tjoa, A.M.; Wagner, R.R.; Al-Zobaidie, A.

Publisher: IEEE Comput. Soc, Los Alamitos, CA, USA

Publication Date: 2000 Country of Publication: USA xxvii+1164 pp.

ISBN: 0 7695 0680 1 Material Identity Number: XX-2000-02214

U.S. Copyright Clearance Center Code: 0 7695 0680 1/2000/\$10.00

Conference Title: Proceedings 11th International Workshop on Database and Expert Systems Applications

Conference Date: 4-8 Sept. 2000 Conference Location: London, UK

Language: English Document Type: Conference Paper (PA)

Treatment: Practical (P)

Abstract: **Electronic commerce** is a new way of trading on the increasingly popular computer network, Internet. **Electronic commerce** has rapidly become a major player in the business market. There is a need for business entities to utilise **electronic commerce**, and security must also be considered. Transactions in **electronic commerce** involve the transmission of data and other value adding to existing products or databases. Nevertheless, there are some major hurdles that block **electronic commerce** such as mutual trust, transaction security and the nature of dynamic over time. We investigate how to use agent technology to support the transaction over the Internet. In particular we propose a new automatic negotiation model. The novelty of this agent-based negotiation model includes the capability of bargaining on other product offers rather than only on the prices. The negotiation **transactions** are concurrently **controlled** and can be trusted by all authorised parties. This model will give all parties benefits of quick and safe trading. (14 Refs)

Subfile: C

Descriptors: **electronic commerce**; Internet; negotiation support systems; security of data; **software agents**; transaction processing

Identifiers: agent-based negotiation model; **electronic commerce**; Internet; business market; transaction security; bargaining; databases; mutual trust; price

Class Codes: C7120 (Financial computing); C6170 (Expert systems and other AI software and techniques); C7210N (Information networks); C6130S (Data security)

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16/5/14 (Item 6 from file: 2)

DIALOG(R) File 2:INSPEC

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6727786 INSPEC Abstract Number: B2000-11-6150M-118, C2000-11-5640-068

Title: **Mobile reliable multicast support in IP networks**

Author(s): Lin, C.R.; Chang-Jai Chung

Author Affiliation: Dept. of Comput. Sci. & Inf. Eng., Nat. Chung Cheng Univ., Taiwan

Conference Title: 2000 IEEE International Conference on Communications. ICC 2000. Global Convergence Through Communications. Conference Record Part vol.3 p.1421-5 vol.3

Publisher: IEEE, Piscataway, NJ, USA

Publication Date: 2000 Country of Publication: USA 3 vol. xxxii+1814 pp.

ISBN: 0 7803 6283 7 Material Identity Number: XX-2000-01514

U.S. Copyright Clearance Center Code: 0 7803 6283 7/2000/\$10.00

Conference Title: Proceedings of IEEE International Conference on Communications

Conference Date: 18-22 June 2000 Conference Location: New Orleans, LA, USA

Language: English Document Type: Conference Paper (PA)

Treatment: Theoretical (T)

Abstract: We propose a reliable mobile multicast protocol, RRBMoM (Reliable Range Based Mobile Multicast), in IP networks using mobile IP. RRBMoM is an extension of RBRMoM. It provides ACK-based reliability and sender-initialed loss recovery, and uses a tree-based hierarchical structure to alleviate the acknowledgment-implosion problem. A multicast home agent (MHA) acts as a representative of a set of mobile receivers which are roaming within its service range. Only the MHAs send acknowledgments to the sender, instead of all receivers sending their acknowledgments to the sender to prevent acknowledgment-implosion. In addition, the scheme of handoff loss recovery leads to improved throughput and end-to-end delay at the cost of additional backup nodes in the multicast tree. This cost can be dynamically controlled by adjusting a system parameter (i. e., **service range**). Performance results show that RRBMoM is efficient and adaptive to the dynamics of the system. (12 Refs)

Subfile: B C

Descriptors: delays; Internet; land mobile radio; multicast communication

; network topology; radio receivers; **software agents**; telecommunication network reliability; transport protocols

Identifiers: IP networks; mobile reliable multicast support; reliable mobile multicast protocol; RRBMoM; reliable range based mobile multicast; mobile IP; ACK-based reliability; sender-initiated loss recovery; tree-based hierarchical structure; acknowledgment-implosion problem; multicast home agent; mobile receivers; service range; handoff loss recovery; end-to-end delay; throughput; backup nodes; multicast tree; system parameter; performance results; RRBMoM; Internet; network topology

Class Codes: B6150M (Protocols); B6210L (Computer communications); B6250F (Mobile radio systems); C5640 (Protocols); C5620W (Other computer networks); C6170K (Knowledge engineering techniques)

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16/5/15 (Item 7 from file: 2)

DIALOG(R)File 2:INSPEC

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6670451 INSPEC Abstract Number: C2000-09-7120-055

Title: Secure disconnected agent interaction for electronic commerce activities using CapBasED-AMS

Author(s): Hung, P.C.K.; Karlapalem, K.

Author Affiliation: Dept. of Comput. Sci., Hong Kong Univ. of Sci. & Technol., China

Conference Title: Proceedings of the Ninth Annual Workshop on Information Technologies and Systems. WITS'99 p.228-33

Editor(s): Sarkar, S.; Narasimhan, S.

Publisher: Georgia Inst. Technol, Atlanta, GA, USA

Publication Date: 1999 Country of Publication: USA 259 pp.

Material Identity Number: XX-1999-03573

Conference Title: Proceedings of WITS'99: 9th Workshop on Information Technologies and Systems

Conference Date: 11-12 Dec. 1999 Conference Location: Charlotte, NC, USA

Language: English Document Type: Conference Paper (PA)

Treatment: Applications (A); Practical (P)

Abstract: CapBasED-AMS is a capability-based and event-driven **activity management** system that is used to support many of the day-to-day workflow oriented activities. One of the major features of workflow systems is that they often use heterogeneous and distributed hardware/software systems to execute a given activity. This gives rise to decentralized security policies and mechanisms. We focus on the utility of CapBasED-AMS in supporting secure **electronic commerce** activities, and facilitating secure disconnected agent interaction by using the puzzle concept. We embrace smart card and Java card technologies to provide an architectural framework CAPEC (Card Agent Processor for **Electronic Commerce**) such as S-CAPEC (Smart-Card Agent Processor for **Electronic Commerce**) and J-CAPEC (Java-Card Agent Processor for **Electronic Commerce**) for card event driven activity execution. Further we illustrate how secure disconnected task execution can be supported, and how agents can potentially download tasks on to their Java or smart cards and execute tasks off-line. We address disconnected agent interaction for activity execution. Finally we conclude the proposed solutions and discuss future work. (12 Refs)

Subfile: C

Descriptors: **electronic commerce**; Java; security of data; smart cards; **software agents**; workflow management software

Identifiers: secure disconnected agent interaction; CapBasED-AMS;

capability-based **activity management** system; event-driven **activity**

management system; workflow systems; decentralized security policies;

puzzle concept; architectural framework; CAPEC; Card Agent Processor for

Electronic Commerce; S-CAPEC; Smart-Card Agent Processor for **Electronic**

Commerce; J-CAPEC; Java-Card Agent Processor for **Electronic Commerce**

Class Codes: C7120 (Financial computing); C6130S (Data security); C6170 (Expert systems and other AI software and techniques)

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16/5/16 (Item 8 from file: 2)
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6446997 INSPEC Abstract Number: C2000-02-7120-018

Title: Service layers and communication structures of agent-based electronic markets

Author(s): Zarnekow, R.; Brenner, W.

Author Affiliation: Lehrstuhl für Wirtschaftsinf. & BWL, Essen Univ., Germany

Journal: Informatik Spektrum vol.22, no.5 p.344-50

Publisher: Springer-Verlag,

Publication Date: Oct. 1999 Country of Publication: Germany

CODEN: INSKDW ISSN: 0170-6012

SICI: 0170-6012(199910)22:5L:344:SLCS;1-H

Material Identity Number: J713-1999-006

Language: German Document Type: Journal Paper (JP)

Treatment: Practical (P)

Abstract: This paper examines the possibilities of integrating **software agents** into electronic markets. It introduces the concept of agent-based electronic markets, in which all market participants are represented by **software agents**. The **software agents** perform tasks on behalf of the participants, steer and control market **transactions** and represent the participants against third parties. Based on two reference models the service layers and communication structures of agent-based electronic markets are described. The paper addresses the working principles of agent-based electronic markets, describes the roles of the market participants and examines the technologies and services necessary to implement agent-based markets. (21 Refs)

Subfile: C

Descriptors: **electronic commerce ; software agents**

Identifiers: communication structures; agent-based electronic markets; **software agents** ; market participants; market transactions; third parties ; reference models; service layers

Class Codes: C7120 (Financial computing); C6170 (Expert systems and other AI software and techniques)

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16/5/17 (Item 9 from file: 2)
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6441685 INSPEC Abstract Number: B2000-01-6210-034, C2000-01-7410F-109

Title: Abröse: a co-operative multi-agent based framework for marketplace

Author(s): Athanassiou, E.; Barrett, P.; Chirichescu, D.; Gleizes, M.-P.; Glize, P.; Katsoulas, D.; Leger, A.; Moreno, J.I.; Schlenker, H.

Author Affiliation: Deutsche Telekom Berkomm GmbH, Berlin, Germany

Conference Title: Intelligent Agents for Telecommunication Applications. Third International Workshop, IATA'99. Proceedings p.175-89

Editor(s): Albayrak, S.

Publisher: Springer-Verlag, Berlin, Germany

Publication Date: 1999 Country of Publication: Germany x+189 pp.

ISBN: 3 540 66539 0 Material Identity Number: XX-1999-03160

Conference Title: Intelligent Agents for Telecommunication Applications. Third International Workshop, IATA'99. Proceedings

Conference Date: 9-10 Aug. 1999 Conference Location: Stockholm, Sweden

Language: English Document Type: Conference Paper (PA)

Treatment: Applications (A)

Abstract: The concept of **electronic service** brokerage is based on the use of new information technologies so as to provide a service capable of facilitating and organizing the relationship between customers and offer providers. It covers the following main features: collaborative agents for self-organizing multi-agent systems, a multi-agent system for knowledge representation of the marketplace domain, dynamic knowledge capture for

domain knowledge evolution, ACL from Fipa. In the first part we present the requirements for Abrose in using a multi-agent system for brokerage. The second part presents briefly some agent tools in electronic commerce. The following three parts develop the architectural and functional choices in order to have the learning capabilities in Abrose. (23 Refs)

Subfile: B C

Descriptors: electronic commerce; information technology; knowledge representation; multi-agent systems; **software agents** ; software tools; telecommunication computing

Identifiers: Abrose; co-operative multi-agent based framework; **electronic service** brokerage; information technologies; offer providers; collaborative agents; self-organizing multi-agent systems; knowledge representation; marketplace domain; dynamic knowledge capture; domain knowledge evolution; ACL; Fipa; agent tools; electronic commerce; learning capabilities

Class Codes: B6210 (Telecommunication applications); C7410F (Communications computing); C7120 (Financial computing); C6170K (Knowledge engineering techniques); C6115 (Programming support)

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16/5/18 (Item 10 from file: 2)

DIALOG(R) File 2:INSPEC

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6403404 INSPEC Abstract Number: B1999-12-6210L-133, C1999-12-6150N-101

Title: Adaptive mobile access to context-aware services

Author(s): Kovacs, E.; Rohrle, K.; Schiemann, B.

Author Affiliation: Sony Int. (Eur.) GmbH, Fellbach, Germany

Conference Title: First International Symposium on Agent Systems and Applications/Third International Symposium on (Cat No.PR00340) p.190-201

Publisher: IEEE Comput. Soc, Los Alamitos, CA, USA

Publication Date: 1999 Country of Publication: USA xiii+296 pp.

ISBN: 0 7695 0342 X Material Identity Number: XX-1999-02870

U.S. Copyright Clearance Center Code: 0 7695 0342 X/99/\$10.00

Conference Title: First International Symposium on Agent Systems and Applications/Third International Symposium on Mobile Agents

Conference Sponsor: IEEE Comput. Soc. Tech. Comm. on the Internet

Conference Date: 3-6 Oct. 1999 Conference Location: Palm Springs, CA, USA

Language: English Document Type: Conference Paper (PA)

Treatment: Practical (P)

Abstract: With the advances of wireless communication, mobile computing will become ubiquitous. This will lend to adaptive computing, where **electronic services** support the user anytime, anywhere and in every form. Adaptive services must take the user requirements, the current geolocation, the situation he or she is facing, the available network connection and the associated usage costs into account. This very much relies on flexible and adaptive system mechanisms in the network. This paper presents the results of the ACTS AMASE (Agent-based Mobile Application Support Environment) project which has adapted a mobile agent system for the use in wireless networks to support mobile users. We concentrate on issues related to making mobile agent-based services aware to the context of the user. We examine (a) a mechanism that allows agents to adapt their behavior to the current situation in the wireless network, and (b) a system mechanism that automatically adapts agent execution to the given context. Finally, we present an overview of the current Europe-wide AMASE testbed and the realized application. (20 Refs)

Subfile: B C

Descriptors: adaptive systems; mobile computing; research initiatives; **software agents** ; telecommunication services; wireless LAN

Identifiers: adaptive mobile access; context-aware services; wireless communication; ubiquitous mobile computing; adaptive computing; **electronic services** ; user requirements; geographic location; available network connection; usage costs; ACTS AMASE project; Agent-based Mobile Application Support Environment; mobile agent system; wireless networks

Class Codes: B6210L (Computer communications); B6250 (Radio links and

equipment); C6150N (Distributed systems software); C5620 (Computer networks and techniques); C6170 (Expert systems and other AI software and techniques)

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16/5/19 (Item 11 from file: 2)

DIALOG(R)File 2:INSPEC

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6363702 INSPEC Abstract Number: C1999-11-7120-006

Title: A mobile-agent-based approach for electronic commerce

Author(s): Sohn, S.; Yoo, K.J.

Author Affiliation: Electron. & Telecommun. Res. Inst., Daejeon, South Korea

Conference Title: Proceedings of the 16th IASTED International Conference. Applied Informatics p.1-4

Editor(s): Hamza, M.H.

Publisher: IASTED/ACTA Press, Anaheim, CA, USA

Publication Date: 1998 Country of Publication: USA 451 pp.

ISBN: 0 88986 250 8 Material Identity Number: XX-1998-01501

Conference Title: Proceedings of 16th IASTED International Conference on Applied Informatics

Conference Sponsor: IASTED

Conference Date: 23-25 Feb. 1998 Conference Location: Garmisch-Partenkirchen, Germany

Language: English Document Type: Conference Paper (PA)

Treatment: Economic aspects (E); Practical (P)

Abstract: In the **electronic commerce**, the provider sells his products by the method of either opening an electronic shop directly in the Web site or consigning his goods to malls. In the case of consignment sale, if the provider makes consignment sale contract with a number of malls, the provider will experience the inconvenience of managing the product catalogs of every mall. The purpose of this paper is to eliminate the inconvenience caused by consignment sale with many malls and to propose a convenient market structure SAMA that will benefit provider, mall and consumer respectively. In SAMA, the mall **manager** mediates the **transaction** between provider and consumer by using a selling agent. The selling agent uses a mobile agent to explore providers and to collect products, that need to be consigned. The consumer executes the procedure of brokering and negotiation with a selling agent in the mall. The provider does not need to control the catalogs of the malls but only takes charge of his showcase. (7 Refs)

Subfile: C

Descriptors: contracts; **electronic commerce**; information resources; **software agents**

Identifiers: mobile agent; **electronic commerce**; Web site; consignment sale; contract; product catalogs; market structure; SAMA; mall manager; transaction; selling agent; brokering; negotiation

Class Codes: C7120 (Financial computing); C6170 (Expert systems and other AI software and techniques); C7210N (Information networks)

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16/5/20 (Item 12 from file: 2)

DIALOG(R)File 2:INSPEC

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6352456 INSPEC Abstract Number: C1999-10-7180-008

Title: A shopping assistant agent for Web-shops

Author(s): Sakaguchi, M.; Sugiura, A.; Kamba, T.

Author Affiliation: C&C Media Res. Lab., NEC Corp., Japan

Conference Title: Proceedings 1999 IEEE Workshop on Internet Applications (Cat. No. PR00197) p.30-7

Publisher: IEEE, Piscataway, NJ, USA

Publication Date: 1999 Country of Publication: USA x+144 pp.

ISBN: 0 7695 0197 4 Material Identity Number: XX-1999-02059

U.S. Copyright Clearance Center Code: 0 7695 0197 4/99/\$10.00

Conference Title: Proceedings of WIA'99 IEEE Workshop on Internet Applications

Conference Sponsor: IEEE Comput. Soc. Tech. Committee on the Internet (TCI)

Conference Date: 26-27 July 1999 Conference Location: San Jose, CA, USA

Language: English Document Type: Conference Paper (PA)

Treatment: Practical (P)

Abstract: One of the most important problems of online shops on the World Wide Web is that a site visitor finds it difficult to choose an **item** to buy unless he or she has sufficient knowledge of that **item**. In this paper, the authors describe an **intelligent software agent** that works as a shopping assistant. The agent has knowledge about the **merchandise** and helps visitors to the shop choose **items**. The interaction with this agent has three features: (1) two interaction channels (selection and conversation); (2) flexible topic change (the user can trigger a new conversation flow even in the middle of a conversation); and (3) personalized interaction (the interaction is personalized according to user behavior). This agent has been applied to our Web site to **help** potential buyers of built-to-**order** (BTO) PCs. Implementation details and user behavior on the above site are described. (6 Refs)

Subfile: C

Descriptors: computer purchase; computer selection; **electronic commerce**; home shopping; information resources; interactive systems; microcomputers; **software agents**

Identifiers: shopping assistant agent; Web-shops; World Wide Web; **intelligent software agent**; **merchandise** selection; interaction channels; conversation; flexible topic change; conversation flow triggering; personalized interaction; user behavior; Web site; built-to-**order** personal computers; implementation; **electronic commerce**

Class Codes: C7180 (Retailing and distribution computing); C7210N (Information networks); C6170 (Expert systems and other AI software and techniques); C7830 (Home computing); C0310H (Equipment and software evaluation methods)

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16/5/21 (Item 13 from file: 2)

DIALOG(R) File 2:INSPEC

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6235226 INSPEC Abstract Number: C1999-06-7104-008

Title: **Crossing organizational boundaries with mobile agents in electronic service markets**

Author(s): Merz, M.; Lamersdorf, W.

Author Affiliation: Dept. of Comput. Sci., Hamburg Univ., Germany

Journal: Integrated Computer-Aided Engineering vol.6, no.2 p.91-104

Publisher: IOS Press,

Publication Date: 1999 Country of Publication: Netherlands

CODEN: ICAEEI ISSN: 1069-2509

SICI: 1069-2509(1999)6:2L.91:COBW;1-B

Material Identity Number: H291-1999-001

U.S. Copyright Clearance Center Code: 1069-2509/99/\$8.00

Language: English Document Type: Journal Paper (JP)

Treatment: Practical (P)

Abstract: In today's network environments, a mismatch can be identified between existing, well integrated distributed applications on one side and an increasing demand for spontaneous service access in **electronic service** markets on the other. In many cases, not only such buyer seller relationships but also the management of distributed business procedures reaches beyond organizational boundaries. This often implies for most of the existing-tightly integrated-workflow management applications that cooperating partners have to give up their local autonomy. However, emerging mobile agent platforms claim to provide suitable technical support to bridge this gap. To illustrate this approach, the COSM (Common Open Service Market) infrastructure is presented, which allows business

applications to cooperate on one side but also to preserve their local autonomy on the other. Therefore, the mobile agent approach has been chosen for a flexible market oriented integration of commercial services on the basis of the COSM infrastructure. The article shows how the basic COSM infrastructure is extended towards mobile agent support. Finally, an example illustrates this extension in the application field of interorganizational workflow management. (22 Refs)

Subfile: C

Descriptors: client-server systems; information services; mobile computing; open systems; **software agents**; workflow management software

Identifiers: organizational boundaries; mobile agents; **electronic service** markets; network environments; distributed applications; spontaneous service access; buyer seller relationships; distributed business procedures; workflow management applications; cooperating partners; local autonomy; technical support; interorganizational workflow management; Common Open Service Market; business applications; flexible market oriented integration; commercial services; COSM infrastructure

Class Codes: C7104 (Office automation); C6150N (Distributed systems software); C6170 (Expert systems and other AI software and techniques); C7210 (Information services and centres)

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16/5/22 (Item 14 from file: 2)

DIALOG(R) File 2:INSPEC

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6203903 INSPEC Abstract Number: C1999-05-7120-015

Title: **An XML framework for agent-based e - commerce**

Author(s): Glushko, R.J.; Tenenbaum, J.M.; Meltzer, B.

Author Affiliation: Veo Syst. Inc., Mountain View, CA, USA

Journal: Communications of the ACM vol.42, no.3 p.106-9, 111-14

Publisher: ACM,

Publication Date: March 1999 Country of Publication: USA

CODEN: CACMA2 ISSN: 0001-0782

SICI: 0001-0782(199903)42:3L:106:FABC;1-1

Material Identity Number: C056-1999-004

U.S. Copyright Clearance Center Code: 0001-0782/99/0300\$5.00

Language: English Document Type: Journal Paper (JP)

Treatment: Practical (P)

Abstract: Emerging standards for commercial document exchange promise open business-to-business **e - commerce**. Tomorrow's Web will use the extensible markup language (XML) to encode information and **services** with meaningful structure and semantics that computers can readily understand. In Internet commerce, companies will use XML documents for publishing everything from product catalogs and airline schedules to **stock** reports and bank statements. They will also use XML forms to place **orders**, make reservations, and schedule shipments. Any agent with the proper authorization will be able to obtain computer-interpretable data sheets, price lists, and inventory reports through the Web or email; then request quotes, place **orders**, and track shipments. By making the Web accessible to agents and other automated processes, XML will fundamentally transform the nature of **e - commerce**. (5 Refs)

Subfile: C

Descriptors: business communication; **electronic commerce**; electronic data interchange; hypermedia markup languages; information resources; Internet; **software agents**

Identifiers: agent-based **e - commerce**; XML framework; commercial document exchange; open business-to-business **e - commerce**; extensible markup language; semantics; Internet commerce; XML forms; XML documents; email; automated processes

Class Codes: C7120 (Financial computing); C6130D (Document processing techniques); C6140D (High level languages); C6130M (Multimedia); C6150N (Distributed systems software); C7210N (Information networks); C6170 (Expert systems and other AI software and techniques); C6130E (Data interchange)

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16/5/23 (Item 15 from file: 2)

DIALOG(R) File 2:INSPEC

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5651176 INSPEC Abstract Number: B9709-6210L-047, C9709-7210-031

Title: Java-based mobile agents-how to migrate, persist, and interact on electronic service markets

Author(s): Liberman, B.; Griffel, F.; Merz, M.; Lamersdorf, W.

Author Affiliation: Dept. of Comput. Sci., Hamburg Univ., Germany

Conference Title: Mobile Agents. First International Workshop, MA '97 Proceedings p.27-38

Editor(s): Rothermel, K.; Popescu-Zeletin, R.

Publisher: Springer-Verlag, Berlin, Germany

Publication Date: 1997 **Country of Publication:** Germany viii+221 pp.

ISBN: 3 540 62803 7 **Material Identity Number:** XX97-00864

Conference Title: Mobile Agents. First International Workshop, MA '97. Proceedings

Conference Date: 7-8 April 1997 **Conference Location:** Berlin, Germany

Language: English **Document Type:** Conference Paper (PA)

Treatment: Practical (P)

Abstract: The paper presents a mobile agent approach that aims at satisfying the following requirements of open Internet-based **electronic service markets**: the mobile agent system should be usable by any Internet user without a need for specifically configured non-standard software tools. It should reduce costs in mobile computing environments and therefore enhance overall efficiency. It should suit well to an **electronic service market** where local services are commercially offered and business transactions predominate the interaction between customers and suppliers. As a part of the project OSM (Open Service Model), mobile agents are built on top of two well-established technologies: CORBA and Java. The first is used as a conceptual framework for interoperability, the latter as the programming environment. Since Java does not provide the necessary persistency of execution state, the concept of OSM service profiles is used to embed Java classes and to transfer a coarse-grained execution context in a secure and efficient manner. (11 Refs)

Subfile: B C

Descriptors: business communication; Internet; mobile radio; open systems ; programming environments; **software agents**

Identifiers: Java-based mobile agents; open Internet-based **electronic service markets**; cost reduction; mobile computing environments; overall efficiency; local services; business transactions; customer-supplier interaction; migration; OSM project; Open Service Model; CORBA; interoperability; programming environment; persistency; execution.state; Java classes; coarse-grained execution context

Class Codes: B6210L (Computer communications); B6250F (Mobile radio systems); C7210 (Information services and centres); C6170 (Expert systems); C5620W (Other computer networks); C6150N (Distributed systems software); C6115 (Programming support)

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16/5/24 (Item 16 from file: 2)

DIALOG(R) File 2:INSPEC

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5566487 INSPEC Abstract Number: B9706-6210-012, C9706-7410F-026

Title: MAGNA-a DPE-based platform for mobile agents in electronic service markets

Author(s): Krause, S.; Morais de Assis Silva, F.; Magedanz, T.; Popescu-Zeletin, R.; Mina Falsarella, O.; Raul Arias Mendez, C.

Author Affiliation: GMD FOKUS, Berlin, Germany

Conference Title: Proceedings - ISADS 97 - Third International Symposium on Autonomous Decentralized Systems (Cat. No. 97TB100111) p.93-102

Publisher: IEEE Comput. Soc. Press, Los Alamitos, CA, USA

Publication Date: 1997 **Country of Publication:** USA xiv+422 pp.

ISBN: 0 8186 7783 X Material Identity Number: XX97-00711
U.S. Copyright Clearance Center Code: 0 8186 7783 X/97/\$10.00
Conference Title: Proceedings of the Third International Symposium on
Autonomous Decentralized Systems. ISADS 97
Conference Sponsor: IEEE Comput. Soc.; Inf. Process. Soc. Japan; Soc.
Instrum. & Control Eng. Japan; IFIP; IFAC; Gesellschaft fuer Inf.; Hitachi;
DeTeBerkom; NEC; Digital GMD FOKUS; Hewlett Packard; IBM
Conference Date: 9-11 April 1997 Conference Location: Berlin, Germany
Language: English Document Type: Conference Paper (PA)
Treatment: Practical (P)

Abstract: The global telecommunications environment is rapidly changing to a highly dynamic open environment, where a multitude of competing and/or cooperating service providers offer a steadily growing number of increasingly powerful communication and information services. The need for integration, ubiquitous service access and rapid service provisioning requires an open, universal service platform which supports both telecommunications and management applications. The development of such a platform based on the concept of distributed processing environments (DPEs) has been a major research area. However, DPEs are relatively inflexible. An entirely different platform approach is based on the application of agent technology. Of particular interest are mobile agents, autonomous and thus intelligent software entities, which may roam the network in the course of performing their designated tasks. They offer new opportunities for the provisioning of services in the emerging **electronic service** markets. Mobile **intelligent agents** need a distributed agent environment platform. Since both, distributed processing-based and agent-based service provisioning have their specific advantages, such a platform should support both paradigms. This paper provides an overview of the mobile agent architecture MAGNA, and the accompanying agent platform. The distributed agent environment provided by the MAGNA platform is based on current DPE concepts and therefore enables coexistence and integration of distributed and agent-based implementations of telecommunications and management applications. (15 Refs)

Subfile: B C

Descriptors: network operating systems; **software agents** ;
telecommunication computing; telecommunication services

Identifiers: MAGNA; DPE-based platform; mobile agents; **electronic service** markets; global telecommunications; distributed processing environments; intelligent software entities; distributed agent environment platform; agent platform

Class Codes: B6210 (Telecommunication applications); C7410F (Communications computing); C6170 (Expert systems); C6150N (Distributed systems software)

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16/5/25 (Item 17 from file: 2)
DIALOG(R) File 2:INSPEC
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5533393 INSPEC Abstract Number: B9705-6210Q-006, C9705-7410F-022

Title: Towards "intelligence on demand"-on the impacts of intelligent agents on IN

Author(s): Magedanz, T.; Popescu-Zeletin, R.

Author Affiliation: GMD/FOKUS, Tech. Univ. Berlin, Germany

Conference Title: 4th International Conference on Intelligence in Networks, ICIN 96 Proceedings p.30-4

Publisher: ADERA, Pessac, France

Publication Date: 1996 Country of Publication: France 374 pp.

Material Identity Number: XX96-03142

Conference Title: Proceedings of 4th International Conference on Intelligence in Networks

Conference Sponsor: Int. Telecommun. Union

Conference Date: 25-28 Nov. 1996 Conference Location: Bordeaux, France

Availability: ADERA, ICIN 96, BO 196, 33608 Pessac Cedex, France

Language: English Document Type: Conference Paper (PA)

Treatment: Practical (P)

Abstract: The rapid and customized provision of services, which we call "intelligence on demand" represents a key issue for the realization of an "electronic service market". Today the intelligent network (IN) represents the technological basis for the rapid provision of advanced telecommunications services. However a new paradigm is currently gaining momentum in the context of service implementations in future open service environments, referred to as "intelligent agents". In particular "mobile agents" are considered to provide interesting opportunities within the realm of telecommunications. This paper addresses the impacts of emerging agent technologies on the IN and on the telecommunications environment in general. (15 Refs)

Subfile: B C

Descriptors: intelligent networks; software agents ; telecommunication computing; telecommunication services

Identifiers: intelligence on demand; intelligent agents ; IN; electronic service market; intelligent network; telecommunications services; mobile agents

Class Codes: B6210Q (Intelligent networks); C7410F (Communications computing); C6170 (Expert systems)

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16/5/26 (Item 1 from file: 95)

DIALOG(R) File 95:TEME-Technology & Management

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01066568 E97026445022

Mobile service agents and their impacts on IN-based service architectures
(Mobile Agenten fuer Intelligente Netze)

Magedanz, T; Eckardt, T

Tech. Univ. of Berlin, D

IN 96, Freedom & Flexibility: Realising the. Promise of Intelligent Network Services in the 90's and Beyond, IEEE Intelligent Network Workshop, Workshop Record, Vol. 2, Melbourne, AUS, Apr 21-24, 1996/1996

Document type: Conference paper Language: English

Record type: Abstract

ISBN: 0-7803-3230-X

ABSTRACT:

This paper introduces the concept of mobile service agents as a spin-off of emerging **Intelligent Agent** concepts and identifies its principle impacts on Intelligent Networks. The authors have illustrated that mobile service agents could be introduced in a step by step approach into IN-based telecommunications service environments, in order to realize the vision of 'Intelligence on Demand'. That is in the medium term the IN could profit from mobile service agents for automated and more customized service provision within the IN elements, whereas in the long term mobile service agents allow for a real distributed and customized provision of communication services at any time at any place. For many telecommunication services an agent-based realization represents an interesting alternative to the traditional IN-based approach. However, there exist also some IN services, i.e. those which should be globally available such as the Freephone service, which may be best implemented by the traditional centralized IN approach. Thus IN and agent concepts are complementary and there will be a co-existence of IN-based and agent-based telecommunications services. In conclusion it can be stated that further research is required in the context of an emerging **electronic services** market and the role of IN and emerging agent concepts within this market. This paper could be a starting point into this direction.

DESCRIPTORS: INTELLIGENT NETWORKS; COMMUNICATION SERVICES;
TELECOMMUNICATION; DATA NETWORK ADMINISTRATION

IDENTIFIERS: MOBILER AGENT; INTELLIGENTER AGENT; DIENSTBEREITSTELLUNG;
mobiler Agent; intelligentes Netz; Kommunikationsdienst

16/5/27 (Item 1 from file: 583)

09212902

Online-Handel soll bei Freenet die Kasse klingeln lassen

GERMANY: NEW VIRTUAL STORE BY FREENET

Handelsblatt (HT) 15 Dec 1999 p.22

Language: GERMAN

The new virtual store of Mobilcom subsidiary Freenet.de AG is named uCompare. Customers can **order** e.g. books, magazines, computer hardware, software, video games, films and music with effect from 15 December 1999. The shopping mall can be accessed from throughout the world. For an English language version, Freenet is to cooperate with British Telecom. Versions in French and Spanish are also planned. The search for the cheapest product will be facilitated for example by an **intelligent** Internet **robot**. For that purpose, Freenet has concluded a cooperation with Artificial Life Inc. The date for the debut of the robot is still open. To date, twelve companies including Alphamusic, Amazon.de, www.altrada.de, CD4You, Comtech.de, Filmexpress.de, Software AG, Software-laden.de, Unclesam <Uncle Sam?>, Verbrauchsmittel.de and Weltbild offer their products via Freenet Talks are also being held with other companies. Their number is to rise to between 200 and 300 over the next years. Freenet will get a commission of between 3% and 17% of the product price. Furthermore, Freenet is to offer **stock** trading transactions and fund purchases via the **e - commerce** platform.

COMPANY: WELTBILD; VERBRAUCHSMITTELDE; UNCLESAM; UNCLE SAM;
SOFTWARE-LADENDE; SOFTLINE; FILMEXPRESSDE; COMTECHDE; CD4YOU; WWWALTRADADE;
AMAZONDE; ALPHAMUSIC; ARTIFICIAL LIFE; BRITISH TELECOM; FREENET; FREENETDE;
MOBILCOM; UCOMPARE

PRODUCT: Computers & Auxiliary Equip (3573); Computer **Services** (7370);
Book Publishing (2731); Printing & Publishing (2700); Records & Tapes (3652); Motion Picture & TV Distribution (7820);
EVENT: Company Formation (14); Plant/Facilities/Equipment (44); Company Formation (12);
COUNTRY: Germany (4GER); United Kingdom (4UK); United States (1USA);

Set	Items	Description
S1	46942	ESERVICE? OR (E OR ELECTRONIC)()SERVICE? OR WEB()SELF()SERVICE? OR WEB()SELFERVICE? OR (ONLINE OR ON()LINE)()SELF()HELP
S2	107824	EXPERT()OBJECT? OR (SOFTWARE OR INTELLIGENT OR AUTONOMOUS-)(2N)(AGENT? OR ROBOT?) OR IA OR BOT OR BOTS
S3	783683	ECOMMERCE OR (E OR ELECTRONIC)()COMMERCE
S4	7459371	HIERARCH? OR RANK? OR STANDING OR POSITION? OR ORDER? OR TIER?
S5	8232682	ITEM? OR GOODS OR MATERIAL? OR MERCHANDISE OR MATERIEL? OR WARE? OR COMMODIT? OR STOCK?
S6	15658943	SERVICE? OR AID? OR HELP OR ASSISTANCE OR SUPPORT OR TASK? OR ORACLE OR SYBASE OR ACCESS
S7	11226137	ALL OR GLOBAL OR UNIVERSAL
S8	151929	(TRANSACTION? OR ACTIVIT? OR EXECUTION?)(2N)(MANAGEMENT OR MANAGE? ? OR MANAGING OR CONTROL OR ADMINISTER? OR ADMINISTRATION OR OVERSIGHT OR CONTROL? OR SUPERVIS?)
S9	144	S1 (S) S2
S10	1866	S3 (S) S2
S11	4516	S1 (S) S4
S12	110934	S3 (S) S4
S13	121164	S7 (3N) (S5 (S) S6)
S14	1512210	S7 (3N) (S5 OR S6)
S15	892	S12 (S) S13
S16	4360	S12 (S) S14
S17	5973	S3 (S) S8
S18	208	S1 (S) S8
S19	1351	S17 (S) S4
S20	23	S9 (S) S11
S21	19	S15 (S) S17
S22	0	S13 (S) S9
S23	42	S20 OR S21
S24	30	S23 NOT PY>2000
S25	24	S24 NOT PD>20001027
S26	16	RD (unique items)
File	15:ABI/Inform(R)	1971-2004/Sep 21 (c) 2004 ProQuest Info&Learning
File	810:Business Wire	1986-1999/Feb 28 (c) 1999 Business Wire
File	647:CMP Computer Fulltext	1988-2004/Sep W2 (c) 2004 CMP Media, LLC
File	275:Gale Group Computer DB(TM)	1983-2004/Sep 21 (c) 2004 The Gale Group
File	674:Computer News Fulltext	1989-2004/Aug W4 (c) 2004 IDG Communications
File	696:DIALOG Telecom. Newsletters	1995-2004/Sep 20 (c) 2004 The Dialog Corp.
File	621:Gale Group New Prod. Annou. (R)	1985-2004/Sep 21 (c) 2004 The Gale Group
File	636:Gale Group Newsletter DB(TM)	1987-2004/Sep 21 (c) 2004 The Gale Group
File	813:PR Newswire	1987-1999/Apr 30 (c) 1999 PR Newswire Association Inc
File	613:PR Newswire	1999-2004/Sep 21 (c) 2004 PR Newswire Association Inc
File	16:Gale Group PROMT(R)	1990-2004/Sep 21 (c) 2004 The Gale Group
File	160:Gale Group PROMT(R)	1972-1989 (c) 1999 The Gale Group
File	553:Wilson Bus. Abs. FullText	1982-2004/Jul (c) 2004 The HW Wilson Co

... contention problems stemming from the fact that cable is a shared medium, says Lisa Pierce, director of **global telecommunications services** for Giga Information Group in Cambridge, Mass. If you and your neighbor have cable modem service, it... Web caching in a big way when it 's free, says Ted Julian, who recently left his **position** as research analyst with Forrester Research to join Battery Ventures, a venture capital firm in Wellesley, Mass... must-have for any one with an active Web site," says David Cooperstein, research director for consumer **electronic commerce** at Forrester. Ultimately, you can expect e-mail management products to get wrapped up in larger customer...

... they are. And you 've got to be able to prove, for example, that a \$100,000 **order** for pin cushions placed on Sept. 27 was indeed placed on that day should either side try to renege. And it 's nice to know that nobody has tampered with the **order** in transit, too. PKI gives you all that, but it 's not easy getting there. First, you... revoked tomorrow and that the party in question will be able to pay for whatever is being **ordered** . That leaves the certificate authority carrying a lot of risk. But companies are springing up to address...

... Identrus, a PKI service provider in New York. The company has enlisted a group of banks to **help** it build a " **global trust organization**" that will **manage electronic transactions** and assume the risk involved. The launching of Identrus and other such companies, along with continued work ...

26/3,K/6 (Item 2 from file: 674)
DIALOG(R) File 674:Computer News Fulltext
(c) 2004 IDG Communications. All rts. reserv.

072441

What's an e-comm manager to do?

Experts offer their advice on dealing with one fictional company's tough **electronic commerce** challenges.

Journal: Network World Page Number: 67

Publication Date: February 22, 1999

Word Count: 3573 Line Count: 331

Text:

Taking a page from the Harvard Business Review, we presented a sticky management dilemma to **e - commerce** pros from a variety of backgrounds - legal, academic and consulting. The experts offered a range of advice...

... is a vice president of network services who's trying to lead her company's charge into **electronic commerce** . Idealwares is a multibillion-dollar maker of store and restaurant fixtures, and it faces some difficult questions about what direction to take in the sometimes scary new world of **e - commerce** . Savvier has been with the company for just six months. The CEO hired her because of her...

... addition of a new product would do for their businesses. Then customers would be able to place **orders** , check the status of those **orders** and submit payment. What's more, Savvier believes the World Wide Web presents Idealwares with the opportunity...

... corporate counsel worries about copyright and quality assurance issues. The chief information officer (CIO) applauds Savvier's **e - commerce** plan but is concerned about the strain it will put on IT. Idealwares' CEO wants Savvier to...

... people and money) would she need to launch the Web site? How does she get the **e - commerce** ball rolling? Here's how our experts would approach Savvier's dilemmas. Jeff Nickerson Director PricewaterhouseCoopers Internet Practice Don't lose heart An **e - commerce** pioneer's job is to generate business. If Savvier listens to all the objections from those around...

... could suggest to the CEO that he change the sales plan to compensate

salespeople for accounts that **order** over the Internet. Savvier should fight for a budget immediately. She'll need to build a prototype business customers who do the bulk of the **ordering** online. There is a demographic profile of corporate buyers actively purchasing over the Internet, and part of...

... line. The advantage of selling the old line is that the company already knows how to fulfill **orders**. By selling the old line, Savvier is making only one major change to the company's core...

... TechnologiesA chance to be a leader Savvier and Idealwares are facing challenges common to companies entering the **e - commerce** arena. The implementation of an enterprise Internet system affects every facet of the business and must be...

... to reach this new market? 1 Can operations and finance function efficiently to supply and distribute smaller **orders**? 1 Can customer service support the increase in buyers? While penetration of this new market may have...

... managers will have to start talking immediately with the company's largest customers to ensure that the **e - commerce** effort is delivering real value to them. What do they want? What do they need? What worries...

... should be structured to give customers maximum value and ease-of-use, while putting Idealwares in a **position** to realize the benefits of **e - commerce**. These benefits include automated **order** entry and tracking, supply-chain **management**, **transaction** processing and enhanced customer support. Susan NycumAttorneyBaker & MackenzieBe the firm's best communicatorSavvier's plan to increase sales through **e - commerce** is a great one. Studies, including those from the U.S. Department of Commerce, show Web-based...

... will likely need to hire staff or outsource the development of the site and its integration with **order** fulfillment, accounting, credit, payment and other applications. All of these systems must work together smoothly to satisfy... in the marketing, sales, IS, legal and finance groups to map out the initial scope of the **e - commerce** effort. Experience shows that small teams accomplish more and provide mutual support and reinforcement. If Savvier can...

... them on promptly when the need arises.Savvier also must become the company's best communicator. The **e - commerce** project will have a bearing on company practices and procedures, often in ways team members can't...

...for customer service representatives; and forms for soliciting comments. 1 Giving customers a way to monitor outstanding **orders** online.1 Building the site to ensure quick **access** at **all** times, including peak usage periods. That will require redundancy planning so if one server fails, another swings...

... Web sites. Carefully planned cross-linking can increase the number of hits on the site and resulting **orders**.1 Ensuring that information posted on the Web site does not violate the intellectual property rights of...

...used the 'Net to get information about what was available but stuck with traditional channels to acquire **goods**.That's **all** changing, as more and more customers begin **ordering** directly on the Internet. But there are still many people who - whether concerned about privacy or security...

...such as Idealwares should be aware that the impact of Internet marketing will not be limited to **orders** actually placed online. Phone and paper **orders** can be expected to increase as a result of Internet marketing. That affects not only the bottom line and requires careful accounting to ascertain what **orders** were triggered by the Web, but also means that enough people must be available to handle the increase in traditional **orders**.Ultimately, however, the challenge is worth it. The Internet is the frontier of the future. Pioneers, such...

... market leaders or category killers. These pioneers annihilated the old ways of doing business. The key to **e - commerce** success is to build a business case on tight analysis, business logic and best practices. Above all...

... a new electronic business. The technology is available today to service customers and enable them to place **orders** and close transactions in a secure environment over the Web. Leading sites use interactive customer care and...

... 100 days, the Internet is well suited to solving exactly the business problem Idealwares faces. Done well, **e - commerce** requires a minimum of capital investment - perhaps as little as \$5 million to do the market analysis...

... dynamic growth the Internet offers. In this "here today, gone later today" environment, in which dominant market **positions** are won and lost in one financial quarter or less, Savvier should proceed post haste in drafting...

26/3,K/7 (Item 1 from file: 696)
DIALOG(R) File 696:DIALOG Telecom. Newsletters
(c) 2004 The Dialog Corp. All rts. reserv.

00664874

INDUSTRY BRIEFS

ELECTRONIC COMMERCE NEWS

April 12, 1999 VOL: 4 ISSUE: 15 DOCUMENT TYPE: NEWSLETTER

PUBLISHER: PHILLIPS BUSINESS INFORMATION

LANGUAGE: ENGLISH

WORD COUNT: 619

RECORD TYPE: FULLTEXT

(c) PHILLIPS PUBLISHING INTERNATIONAL All Rts. Reserv.

TEXT:

...on as a Web search agent for Chicago-based communications service company Ameritech [AIT]. mySimon's shopping "**bot**" will be used for product and price comparisons for more than 1,200 merchants at Ameritech's online directory, yellowpages.net. The "**bot**" searches Web merchants, auction sites and classified ads to make comparisons. Terms of the revenue sharing agreement...

...and measuring arm into a separate company last month, and vowed to focus hard on its new **e - Services** program (ECN, March 8). The alliance will make available to HP customers BEA's products, including its...Pro works with its own software and proprietary network, linking hotels with suppliers, issuing and receiving purchase **orders**, product and company information, and providing access to vendor electronic catalogs. (Chris Carton, Purchase Pro, 888/830...

26/3,K/8 (Item 1 from file: 621)
DIALOG(R) File 621:Gale Group New Prod. Annou. (R)
(c) 2004 The Gale Group. All rts. reserv.

02541398 Supplier Number: 62792650 (USE FORMAT 7 FOR FULLTEXT)
HP and SAS to Demonstrate Enhanced Performance on New HP-UX Itanium System.
Business Wire, p0240
June 19, 2000
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 609

... rapidly, thus achieving competitive advantage."

"The speed and scalability of SAS software running on HP-UX and **IA** -64 show the strength of our joint solutions for e-intelligence and our commitment to helping customers leverage the latest Intel technology," said

Nigel Ball, vice president and general manager of HP's **E - Services** Partner Division. "Our long- **standing** relationship with SAS in providing industry-leading data-access, data-warehousing and Web-enabled personalization solutions will enter a new dimension with **IA -64**. Itanium is here, and it's the real deal."

The first demonstration of SAS on HP...

26/3,K/9 (Item 1 from file: 636)

DIALOG(R)File 636:Gale Group Newsletter DB(TM)

(c) 2004 The Gale Group. All rts. reserv.

04766499 Supplier Number: 64831401 (USE FORMAT 7 FOR FULLTEXT)

EU'S MERGER AUTHORITIES EXAMINE LATEST CASES.

European Report, pNA

August 31, 2000

Language: English Record Type: Fulltext

Document Type: Newsletter; Trade

Word Count: 2995

(USE FORMAT 7 FOR FULLTEXT)

TEXT:

...trucks. Labinal's automotive business comprises Sylea (which regroups Labinal's electrical and electronic wiring and switching **control** systems activities), Filtrauto (which comprises Labinal's vehicle filtration activities) and Telma Retarder (which produces and distributes electromagnetic retarders...for the proposed acquisition of Young & Rubicam by WPP. The companies' merger will not create a dominant **position** in the markets for marketing communication services and media buying, the Commission concluded. WPP is an international...May. The Commission has assessed the impact of the proposed concentration on the markets for marketing communication **services** (including advertising) in **all** EEA countries. In all these countries, the merged group will still face competition from an important number...it had reservations regarding the acquisition of Rexroth by Bosch, as Bosch and Rexroth are in strong **positions** on the market for piston pumps for industrial hydraulics. The Commission' ...venture would combine the nuclear activities of Framatome and Siemens. The Commission is anxious about the strong **positions** on certain nuclear technology markets. Framatome is a designer and manufacturer of nuclear power plants and manufactures...Kingdom competition authorities for investigation. Both companies are active in the supply of beer, where possible dominant **positions** could be found. The UK informed the Commission that it had identified a number of markets within...the UK beer industry, the most recent of which is the OFT's review of the Beer **Orders** . The Commission considered that the UK is best-placed to carry out the necessary further examination of...as to its compatibility with the common market and with the European Economic Area (EEA) Agreement. In **order** to address the Commission's concerns, Metsa-Serla modified the original merger deal to provide for the...by US-based companies United Technologies Corp and Honeywell International Inc. MyAircraft.com is the first B2B **e - commerce** marketplace to be approved by the Commission. Both parent companies are active in the manufacturing and selling...

26/3,K/10 (Item 2 from file: 636)

DIALOG(R)File 636:Gale Group Newsletter DB(TM)

(c) 2004 The Gale Group. All rts. reserv.

04195673 Supplier Number: 54872797 (USE FORMAT 7 FOR FULLTEXT)

Successful online payments strategies.

Electronic Payments International, pNA

May 28, 1999

Language: English Record Type: Fulltext

Document Type: Newsletter; Trade

Word Count: 3839

... evolving paradigm. Multibillion dollar investments have been made

by these firms, not just to gain a strategic **position** but clearly with the rationale to control the 'customer gateway' and, most importantly, to reshape the business...

...and business processes will need to be transformed during the next three years. Given the pace of **e - commerce**, it would not be surprising if developments in this area occur by 2001 and not 2003. Unique...

...of business models that have emerged in recent times typifies this. There are enterprises that have taken **position** on the web in their own right to market their products and services. Most financial institutions and...burden and long-winded processes. Big portals such as Yahoo!, Excite, AOL, Infoseek and Amazon hold premier **positions** because they are fleet-footed and extremely fast to respond to online demands. Execution is the foundation...

...business-to-business commerce. The challenge for many institutions is to determine, define and establish a strong **position** in the emerging online world. The typical payments value chain has issuing, acquiring, switching, processing, clearing, settlement...

...the consolidation of all information associated with the acquiring process, processing of any payments instructions, authorising the **transaction**, information consolidation, **management** reporting, aggregating and netting payments information, and transmitting the aggregated function either to an ACH or financial...

...Payments aggregation is a function that potentially will sit with the web intermediaries and will be a **warehouse** of **all** payments and transactional information. It will co-ordinate and work in harmony with preacquiring, the host site...the web domain needs to be addressed. There is lack of consent or clarity on their internal **positioning** of the web as a channel or a standalone business. If it is a channel, the question...

26/3,K/11 (Item 3 from file: 636)
DIALOG(R) File 636:Gale Group Newsletter DB(TM)
(c) 2004 The Gale Group. All rts. reserv.

03901314 Supplier Number: 50075474 (USE FORMAT 7 FOR FULLTEXT)

-EDS: EDS launches MetaVance health care payor portfolio

M2 Presswire, pN/A

June 11, 1998

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 873

(USE FORMAT 7 FOR FULLTEXT)

TEXT:

...Portfolio, a revolutionary concept in health care information solutions which allows large payors to manage high-volume **managed** care **transactions** with minimum risk and disruption to their organizations. The system combines managed care and fee-for-service...

...suites: Administration and Finance, Care Management, and Decision Support. Demand for systems that can administer high-volume **managed** care **transactions** has increased as a result of industry mergers and membership growth. Previously, large payors have had to contend with managing multiple systems in **order** to handle diverse lines of business. Most of the commercially available managed care products are developed for...

...the market desperately needs while focusing on EDS' core competencies: systems development, facilities management, decision support, and **electronic commerce**," said Janet Parenteau, director of managed care strategies for EDS. "This, along with third-party partners selected...

...full complement of products and services required by larger payors." The EDS MetaVance Payor Portfolio encompasses three **tiers** of service

offerings including EDS MetaVance Administrative and Finance Solutions, which offer a fully integrated approach to...

...to best-in-class third-party offerings. The result is a component-based solution using a three- **tiered** client/server architecture that has undergone rigorous performance testing and is currently being implemented at Blue Cross...

...EDS EDS, the official information technology services provider for World Cup 1998, is a leader in the **global** information **services** industry. The company's approximately 110,000 employees specialize in applying a range of ideas and technologies...

26/3,K/12 (Item 1 from file: 813)
DIALOG(R)File 813:PR Newswire
(c) 1999 PR Newswire Association Inc. All rts. reserv.

1311956 CGW015
Allegiance Second-Quarter Earnings Climb 40%; Free Cash Flow Exceeds \$45 Million

DATE: July 22, 1998 07:45 EDT WORD COUNT: 1,702

...with Year-2000 compliant technology. These systems, which will be fully installed nationwide by early 1999, integrate **order** -entry, materials **management** and other **activities** across the

company. They also help accelerate the development of innovations in **electronic commerce** for health care. For several months now, Allegiance has been testing an Internet-based "electronic store," which

gives customers real-time access to a 24-hour-a-day stream of information about their **orders** and any of Allegiance's 300,000 products.

Citing "prospects for further improvement in (Allegiance's) leading industry **position**," Moody's Investors Service upgraded to Baa2 the rating on Allegiance's long-term debt and assigned...

...Prime-2 rating for up to \$750 million of commercial paper.

The company formed a consulting and **services** business that combines **all**

of Allegiance's resources in health-care consulting and capital-asset management into a single, high-growth...

26/3,K/13 (Item 1 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2004 The Gale Group. All rts. reserv.

09187523 Supplier Number: 55981033 (USE FORMAT 7 FOR FULLTEXT)

COMPANY PROFILES.

Convenience Store News, v38, n10, p115
August 1, 1997

Language: English Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 53726

... 708) 505-0707

Contact(s): John Frazzini; Pres.
Mike Dirmirkis; Bus. Devel.

Product Lines & Products:
COMPUTER/INFORMATION **SERVICES** ;
HARDWARE/SOFTWARE EQUIPMENT
SERVICES

Software
Inventory Controls/Software

Refine Search

Search Results -

Terms	Documents
L9 and forward	4

Database:

US Pre-Grant Publication Full-Text Database
 US Patents Full-Text Database
 US OCR Full-Text Database
 EPO Abstracts Database
 JPO Abstracts Database
 Derwent World Patents Index
 IBM Technical Disclosure Bulletins

Search:

L10

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Recall Text

Clear

Interrupt

Search History

DATE: Friday, October 01, 2004 [Printable Copy](#) [Create Case](#)

Set Name Query

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result set

DB=PGPB,USPT,USOC,EPAB,JPAB,DWPI,TDBD; PLUR=NO; OP=OR

<u>L10</u>	L9 and forward	4	<u>L10</u>
<u>L9</u>	eservice and feedback	15	<u>L9</u>
<u>L8</u>	eservice and (expert or intelligent) and hierarchic\$5	3	<u>L8</u>
<u>L7</u>	eservice same (expert or intelligent)	7	<u>L7</u>
<u>L6</u>	eservice near (expert or intelligent)	3	<u>L6</u>
<u>L5</u>	eservice adj (expert or intelligent)	0	<u>L5</u>
<u>L4</u>	L3 and (expert or intelligent)	1	<u>L4</u>
<u>L3</u>	ecommerce adj management	3	<u>L3</u>
<u>L2</u>	eservice adj management	7	<u>L2</u>
<u>L1</u>	6,411,936.pn.	2	<u>L1</u>

END OF SEARCH HISTORY

Hit List

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Search Results - Record(s) 1 through 7 of 7 returned.☐ 1. Document ID: US 20030208575 A1**Using default format because multiple data bases are involved.**

L2: Entry 1 of 7

File: PGPB

Nov 6, 2003

PGPUB-DOCUMENT-NUMBER: 20030208575

PGPUB-FILING-TYPE: new

DOCUMENT-IDENTIFIER: US 20030208575 A1

TITLE: Framework for e-service management

PUBLICATION-DATE: November 6, 2003

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Cox, Earl D.	Chapel Hill	NC	US	
Negri, Franco R.	Columbia	MD	US	
Materazzi, Todd	Columbia	MD	US	
Bragg, Jason	Winter Park	FL	US	
Cormier, Michael E.	West Hartford	CT	US	

US-CL-CURRENT: 709/223

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWIC	Draw. De
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☐ 2. Document ID: US 20030149570 A1

L2: Entry 2 of 7

File: PGPB

Aug 7, 2003

PGPUB-DOCUMENT-NUMBER: 20030149570

PGPUB-FILING-TYPE: new

DOCUMENT-IDENTIFIER: US 20030149570 A1

TITLE: Early warning in e-service management systems

PUBLICATION-DATE: August 7, 2003

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Qiu, Shi-Yue	Ellicott City	MD	US	

US-CL-CURRENT: 705/1

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWIC	Draw. De
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☐ 3. Document ID: US 20030061061 A1

L2: Entry 3 of 7

File: PGPB

Mar 27, 2003

PGPUB-DOCUMENT-NUMBER: 20030061061

PGPUB-FILING-TYPE: new

DOCUMENT-IDENTIFIER: US 20030061061 A1

TITLE: Uniform data model

PUBLICATION-DATE: March 27, 2003

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Cox, Earl D.	Chapel Hill	NC	US	
Negri, Franco R.	Columbia	MD	US	

US-CL-CURRENT: 705/1

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWIC	Draw. De
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☐ 4. Document ID: US 20020174222 A1

L2: Entry 4 of 7

File: PGPB

Nov 21, 2002

PGPUB-DOCUMENT-NUMBER: 20020174222

PGPUB-FILING-TYPE: new

DOCUMENT-IDENTIFIER: US 20020174222 A1

TITLE: Behavior experts in e-service management

PUBLICATION-DATE: November 21, 2002

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Cox, Earl D.	Morrisville	NC	US	

US-CL-CURRENT: 709/224; 709/206, 717/104

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWIC	Draw. De
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☐ 5. Document ID: US 20020128991 A1

L2: Entry 5 of 7

File: PGPB

Sep 12, 2002

PGPUB-DOCUMENT-NUMBER: 20020128991

PGPUB-FILING-TYPE: new

DOCUMENT-IDENTIFIER: US 20020128991 A1

TITLE: Adaptive feedback control in e-service management

PUBLICATION-DATE: September 12, 2002

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Cox, Earl D.	Morrisville	NC	US	
Wang, Xindong	Columbia	MD	US	
Qiu, Shi-Yue	Ellicott City	MD	US	

US-CL-CURRENT: 706/52

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWIC	Draw. De
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☐ 6. Document ID: US 20020077792 A1

L2: Entry 6 of 7

File: PGPB

Jun 20, 2002

PGPUB-DOCUMENT-NUMBER: 20020077792

PGPUB-FILING-TYPE: new

DOCUMENT-IDENTIFIER: US 20020077792 A1

TITLE: Early warning in e-service management systems

PUBLICATION-DATE: June 20, 2002

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Qiu, Shi-Yue	Ellicott City	MD	US	

US-CL-CURRENT: 703/2

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWIC	Draw. De
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☐ 7. Document ID: US 20020059079 A1

L2: Entry 7 of 7

File: PGPB

May 16, 2002

PGPUB-DOCUMENT-NUMBER: 20020059079

PGPUB-FILING-TYPE: new

DOCUMENT-IDENTIFIER: US 20020059079 A1

TITLE: E-service business model

PUBLICATION-DATE: May 16, 2002

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
------	------	-------	---------	---------

Negri, Franco R.

Columbia

MD

US

US-CL-CURRENT: 705/1

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KMC	Draw. De
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Clear	Generate Collection	Print	Fwd Refs	Bkwd Refs	Generate OACS
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Terms	Documents
eservice adj management	7

Display Format: [Previous Page](#) [Next Page](#) [Go to Doc#](#)

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Search Results - Record(s) 1 through 3 of 3 returned.

☐ 1. Document ID: US 20030217332 A1

Using default format because multiple data bases are involved.

L3: Entry 1 of 3

File: PGPB

Nov 20, 2003

PGPUB-DOCUMENT-NUMBER: 20030217332

PGPUB-FILING-TYPE: new

DOCUMENT-IDENTIFIER: US 20030217332 A1

TITLE: System and method for web-based personalization and ecommerce management

PUBLICATION-DATE: November 20, 2003

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Smith, Greg	Westminister	CO	US	
Olander, Daryl B.	Longmont	CO	US	
Stamm, Tom	Louisville	CO	US	
Bergman, Robert	Denver	CO	US	
Cook, Thomas A.	Boulder	CO	US	

US-CL-CURRENT: 715/513

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWIC	Draw D
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☐ 2. Document ID: US 6611867 B1

L3: Entry 2 of 3

File: USPT

Aug 26, 2003

US-PAT-NO: 6611867

DOCUMENT-IDENTIFIER: US 6611867 B1

TITLE: System, method and article of manufacture for implementing a hybrid network

DATE-ISSUED: August 26, 2003

INVENTOR-INFORMATION:

NAME	CITY	STATE	ZIP CODE	COUNTRY
Bowman-Amuah; Michel K.	Colorado Springs	CO		

US-CL-CURRENT: 709/224; 709/218, 709/249

Full	Title	Citation	Front	Review	Classification	Date	Reference	Abstract	Claims	KWIC	Draw. Data
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☐ 3. Document ID: WO 2084503 A1

L3: Entry 3 of 3

File: EPAB

Oct 24, 2002

PUB-NO: WO002084503A1

DOCUMENT-IDENTIFIER: WO 2084503 A1

TITLE: SYSTEM AND METHOD FOR WEB-BASED PERSONALIZATION AND ECOMMERCE MANAGEMENT

PUBN-DATE: October 24, 2002

INVENTOR-INFORMATION:

NAME

COUNTRY

SMITH, GREG

OLANDER, DARYL

STAMM, TOM

BERGMAN, ROBERT

COOK, THOMAS

INT-CL (IPC): G06 F 15/00

Full	Title	Citation	Front	Review	Classification	Date	Reference	Abstract	Claims	KWIC	Draw. Data
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Clear	Generate Collection	Print	Fwd Refs	Bkwd Refs	Generate OACS
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Terms	Documents
ecommerce adj management	3

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[Generate OACS](#)

Search Results - Record(s) 1 through 3 of 3 returned.

☐ 1. Document ID: US 20030149570 A1

Using default format because multiple data bases are involved.

L6: Entry 1 of 3

File: PGPB

Aug 7, 2003

PGPUB-DOCUMENT-NUMBER: 20030149570

PGPUB-FILING-TYPE: new

DOCUMENT-IDENTIFIER: US 20030149570 A1

TITLE: Early warning in e-service management systems

PUBLICATION-DATE: August 7, 2003

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Qiu, Shi-Yue	Ellicott City	MD	US	

US-CL-CURRENT: 705/1

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWIC	Draw. D
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☐ 2. Document ID: US 20020174222 A1

L6: Entry 2 of 3

File: PGPB

Nov 21, 2002

PGPUB-DOCUMENT-NUMBER: 20020174222

PGPUB-FILING-TYPE: new

DOCUMENT-IDENTIFIER: US 20020174222 A1

TITLE: Behavior experts in e-service management

PUBLICATION-DATE: November 21, 2002

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Cox, Earl D.	Morrisville	NC	US	

US-CL-CURRENT: 709/224; 709/206, 717/104

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWIC	Draw. D
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☐ 3. Document ID: US 20020077792 A1

L6: Entry 3 of 3

File: PGPB

Jun 20, 2002

PGPUB-DOCUMENT-NUMBER: 20020077792

PGPUB-FILING-TYPE: new

DOCUMENT-IDENTIFIER: US 20020077792 A1

TITLE: Early warning in e-service management systems

PUBLICATION-DATE: June 20, 2002

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Qiu, Shi-Yue	Ellicott City	MD	US	

US-CL-CURRENT: 703/2

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWIC	Draw. D
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Clear	Generate Collection	Print	Fwd Refs	Bkwd Refs	Generate OACS
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Terms	Documents
eservice near (expert or intelligent)	3

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Search Results - Record(s) 1 through 7 of 7 returned.☐ 1. Document ID: US 20030208575 A1**Using default format because multiple data bases are involved.**

L7: Entry 1 of 7

File: PGPB

Nov 6, 2003

PGPUB-DOCUMENT-NUMBER: 20030208575
PGPUB-FILING-TYPE: new
DOCUMENT-IDENTIFIER: US 20030208575 A1

TITLE: Framework for e-service management

PUBLICATION-DATE: November 6, 2003

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Cox, Earl D.	Chapel Hill	NC	US	
Negri, Franco R.	Columbia	MD	US	
Materazzi, Todd	Columbia	MD	US	
Bragg, Jason	Winter Park	FL	US	
Cormier, Michael E.	West Hartford	CT	US	

US-CL-CURRENT: 709/223

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KMIC	Draw. De
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☐ 2. Document ID: US 20030149570 A1

L7: Entry 2 of 7

File: PGPB

Aug 7, 2003

PGPUB-DOCUMENT-NUMBER: 20030149570
PGPUB-FILING-TYPE: new
DOCUMENT-IDENTIFIER: US 20030149570 A1

TITLE: Early warning in e-service management systems

PUBLICATION-DATE: August 7, 2003

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Qiu, Shi-Yue	Ellicott City	MD	US	

US-CL-CURRENT: 705/1

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWIC	Draw. De
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☐ 3. Document ID: US 20030061061 A1

L7: Entry 3 of 7

File: PGPB

Mar 27, 2003

PGPUB-DOCUMENT-NUMBER: 20030061061
PGPUB-FILING-TYPE: new
DOCUMENT-IDENTIFIER: US 20030061061 A1

TITLE: Uniform data model

PUBLICATION-DATE: March 27, 2003

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Cox, Earl D.	Chapel Hill	NC	US	
Negri, Franco R.	Columbia	MD	US	

US-CL-CURRENT: 705/1

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWIC	Draw. De
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☐ 4. Document ID: US 20020174222 A1

L7: Entry 4 of 7

File: PGPB

Nov 21, 2002

PGPUB-DOCUMENT-NUMBER: 20020174222
PGPUB-FILING-TYPE: new
DOCUMENT-IDENTIFIER: US 20020174222 A1

TITLE: Behavior experts in e-service management

PUBLICATION-DATE: November 21, 2002

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Cox, Earl D.	Morrisville	NC	US	

US-CL-CURRENT: 709/224; 709/206, 717/104

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWIC	Draw. De
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☐ 5. Document ID: US 20020128991 A1

L7: Entry 5 of 7

File: PGPB

Sep 12, 2002

PGPUB-DOCUMENT-NUMBER: 20020128991
PGPUB-FILING-TYPE: new

DOCUMENT-IDENTIFIER: US 20020128991 A1

TITLE: Adaptive feedback control in e-service management

PUBLICATION-DATE: September 12, 2002

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Cox, Earl D.	Morrisville	NC	US	
Wang, Xindong	Columbia	MD	US	
Qiu, Shi-Yue	Ellicott City	MD	US	

US-CL-CURRENT: 706/52

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWIC	Draw. De
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☐ 6. Document ID: US 20020077792 A1

L7: Entry 6 of 7

File: PGPB

Jun 20, 2002

PGPUB-DOCUMENT-NUMBER: 20020077792

PGPUB-FILING-TYPE: new

DOCUMENT-IDENTIFIER: US 20020077792 A1

TITLE: Early warning in e-service management systems

PUBLICATION-DATE: June 20, 2002

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Qiu, Shi-Yue	Ellicott City	MD	US	

US-CL-CURRENT: 703/2

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWIC	Draw. De
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☐ 7. Document ID: US 20020059079 A1

L7: Entry 7 of 7

File: PGPB

May 16, 2002

PGPUB-DOCUMENT-NUMBER: 20020059079

PGPUB-FILING-TYPE: new

DOCUMENT-IDENTIFIER: US 20020059079 A1

TITLE: E-service business model

PUBLICATION-DATE: May 16, 2002

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
------	------	-------	---------	---------

Negri, Franco R.

Columbia

MD

US

US-CL-CURRENT: 705/1

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWMC	Draw D
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Terms	Documents
eservice same (expert or intelligent)	7

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[Generate OACS](#)

Search Results - Record(s) 1 through 3 of 3 returned.

☐ 1. Document ID: US 20020174222 A1

Using default format because multiple data bases are involved.

L8: Entry 1 of 3

File: PGPB

Nov 21, 2002

PGPUB-DOCUMENT-NUMBER: 20020174222

PGPUB-FILING-TYPE: new

DOCUMENT-IDENTIFIER: US 20020174222 A1

TITLE: Behavior experts in e-service management

PUBLICATION-DATE: November 21, 2002

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Cox, Earl D.	Morrisville	NC	US	

US-CL-CURRENT: [709/224](#); [709/206](#), [717/104](#)

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWMC	Draw. D.
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☐ 2. Document ID: US 20020128991 A1

L8: Entry 2 of 3

File: PGPB

Sep 12, 2002

PGPUB-DOCUMENT-NUMBER: 20020128991

PGPUB-FILING-TYPE: new

DOCUMENT-IDENTIFIER: US 20020128991 A1

TITLE: Adaptive feedback control in e-service management

PUBLICATION-DATE: September 12, 2002

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Cox, Earl D.	Morrisville	NC	US	
Wang, Xindong	Columbia	MD	US	
Qiu, Shi-Yue	Ellicott City	MD	US	

US-CL-CURRENT: [706/52](#)

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWMC	Draw. D.
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☐ 3. Document ID: US 20020059079 A1

L8: Entry 3 of 3

File: PGPB

May 16, 2002

PGPUB-DOCUMENT-NUMBER: 20020059079

PGPUB-FILING-TYPE: new

DOCUMENT-IDENTIFIER: US 20020059079 A1

TITLE: E-service business model

PUBLICATION-DATE: May 16, 2002

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Negri, Franco R.	Columbia	MD	US	

US-CL-CURRENT: 705/1

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KMC	Draw. D
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Search Results - Record(s) 1 through 15 of 15 returned.

☐ 1. Document ID: US 20040128669 A1

Using default format because multiple data bases are involved.

L9: Entry 1 of 15

File: PGPB

Jul 1, 2004

PGPUB-DOCUMENT-NUMBER: 20040128669
PGPUB-FILING-TYPE: new
DOCUMENT-IDENTIFIER: US 20040128669 A1

TITLE: Apparatus for low cost embedded platform for device-side, distributed services enablement

PUBLICATION-DATE: July 1, 2004

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Furst, Michael R.	Rochester	NY	US	
Whitfield, Loranzo	Fairport	NY	US	
Sharma, Naveen	Perinton	NY	US	
Rockwell, Ronald M.	Rochester	NY	US	
Thieret, Tracy E.	Webster	NY	US	
Fillion, Claude S.	Rochester	NY	US	
Huang, Weixia	Rochester	NY	US	
Kehoe, Michael P.	Rochester	NY	US	
Lorenzo, Arturo M.	Fairport	NY	US	
McCorkindale, Mary C.	Fairport	NY	US	
St. Jacques, Robert J.	Fairport	NY	US	
Cavanaugh, Michael F.	Webster	NY	US	
Regruit, Christopher J.	Rochester	NY	US	

US-CL-CURRENT: 717/178; 717/120, 717/175

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KMC	Draw D
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☐ 2. Document ID: US 20040128375 A1

L9: Entry 2 of 15

File: PGPB

Jul 1, 2004

PGPUB-DOCUMENT-NUMBER: 20040128375
PGPUB-FILING-TYPE: new
DOCUMENT-IDENTIFIER: US 20040128375 A1

TITLE: Integrated server platform for the autonomous provisioning of device services

PUBLICATION-DATE: July 1, 2004

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Rockwell, Ronald M.	Rochester	NY	US	

US-CL-CURRENT: 709/223; 709/220

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KMC	Draw D
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☐ 3. Document ID: US 20040125403 A1

L9: Entry 3 of 15

File: PGPB

Jul 1, 2004

PGPUB-DOCUMENT-NUMBER: 20040125403

PGPUB-FILING-TYPE: new

DOCUMENT-IDENTIFIER: US 20040125403 A1

TITLE: Method and apparatus for enabling distributed subscription services, supplies maintenance, and device-independent service implementation

PUBLICATION-DATE: July 1, 2004

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Furst, Michael R.	Rochester	NY	US	
Rockwell, Ronald M.	Rochester	NY	US	
Sharma, Naveen	Perinton	NY	US	
Fillion, Claude S.	Rochester	NY	US	
St. Jacques, Robert J.	Fairport	NY	US	
Huang, Weixia	Rochester	NY	US	
Lorenzo, Arturo M.	Fairport	NY	US	
McCorkindale, Mary C.	Fairport	NY	US	
Kehoe, Michael P.	Rochester	NY	US	
Thieret, Tracy E.	Webster	NY	US	

US-CL-CURRENT: 358/1.15; 358/402

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KMC	Draw D
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☐ 4. Document ID: US 20040111709 A1

L9: Entry 4 of 15

File: PGPB

Jun 10, 2004

PGPUB-DOCUMENT-NUMBER: 20040111709

PGPUB-FILING-TYPE: new

DOCUMENT-IDENTIFIER: US 20040111709 A1

TITLE: Method for low cost embedded platform for device-side distributed services enablement

PUBLICATION-DATE: June 10, 2004

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Furst, Michael R.	Rochester	NY	US	
Whitfield, Loranzo	Fairport	NY	US	
Sharma, Naveen	Perinton	NY	US	
Rockwell, Ronald M.	Rochester	NY	US	
Thieret, Tracy E.	Webster	NY	US	
Fillion, Claude S.	Rochester	NY	US	
Huang, Weixia	Rochester	NY	US	
Kehoe, Michael P.	Rochester	NY	US	
Lorenzo, Arturo M.	Fairport	NY	US	
McCorkindale, Mary C.	Fairport	NY	US	
St. Jacques, Robert J.	Fairport	NY	US	
Cavanaugh, Michael F.	Webster	NY	US	
Regruit, Christopher J.	Rochester	NY	US	

US-CL-CURRENT: 717/131; 717/171

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWIC	Draw. D
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☐ 5. Document ID: US 20040111699 A1

L9: Entry 5 of 15

File: PGPB

Jun 10, 2004

PGPUB-DOCUMENT-NUMBER: 20040111699

PGPUB-FILING-TYPE: new

DOCUMENT-IDENTIFIER: US 20040111699 A1

TITLE: Integrated server platform for the autonomous provisioning of device services

PUBLICATION-DATE: June 10, 2004

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Rockwell, Ronald M.	Rochester	NY	US	

US-CL-CURRENT: 717/103; 717/104, 717/171

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWIC	Draw. D
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☐ 6. Document ID: US 20040111315 A1

L9: Entry 6 of 15

File: PGPB

Jun 10, 2004

PGPUB-DOCUMENT-NUMBER: 20040111315
PGPUB-FILING-TYPE: new
DOCUMENT-IDENTIFIER: US 20040111315 A1

TITLE: Device model agent

PUBLICATION-DATE: June 10, 2004

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Sharma, Naveen	Perinton	NY	US	
Furst, Michael R.	Rochester	NY	US	
Fillion, Claude S.	Rochester	NY	US	
Huang, Weixia	Rochester	NY	US	
Kehoe, Michael P.	Rochester	NY	US	
Lorenzo, Arturo M.	Fairport	NY	US	
McCorkindale, Mary C.	Fairport	NY	US	
St. Jacques, Robert J.	Fairport	NY	US	
Thieret, Tracy E.	Webster	NY	US	
Austin, John C.	Philadelphia	PA	US	
Daniels, Marc D.	Pittsford	NY	US	
Cavanaugh, Michael F.	Webster	NY	US	

US-CL-CURRENT: 705/11

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWIC	Draw. De
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☐ 7. Document ID: US 20030208575 A1

L9: Entry 7 of 15

File: PGPB

Nov 6, 2003

PGPUB-DOCUMENT-NUMBER: 20030208575
PGPUB-FILING-TYPE: new
DOCUMENT-IDENTIFIER: US 20030208575 A1

TITLE: Framework for e-service management

PUBLICATION-DATE: November 6, 2003

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Cox, Earl D.	Chapel Hill	NC	US	
Negri, Franco R.	Columbia	MD	US	
Materazzi, Todd	Columbia	MD	US	
Bragg, Jason	Winter Park	FL	US	
Cormier, Michael E.	West Hartford	CT	US	

US-CL-CURRENT: 709/223

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWMC	Draw. De
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☐ 8. Document ID: US 20030149570 A1

L9: Entry 8 of 15

File: PGPB

Aug 7, 2003

PGPUB-DOCUMENT-NUMBER: 20030149570

PGPUB-FILING-TYPE: new

DOCUMENT-IDENTIFIER: US 20030149570 A1

TITLE: Early warning in e-service management systems

PUBLICATION-DATE: August 7, 2003

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Qiu, Shi-Yue	Ellicott City	MD	US	

US-CL-CURRENT: 705/1

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWMC	Draw. De
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☐ 9. Document ID: US 20020174222 A1

L9: Entry 9 of 15

File: PGPB

Nov 21, 2002

PGPUB-DOCUMENT-NUMBER: 20020174222

PGPUB-FILING-TYPE: new

DOCUMENT-IDENTIFIER: US 20020174222 A1

TITLE: Behavior experts in e-service management

PUBLICATION-DATE: November 21, 2002

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Cox, Earl D.	Morrisville	NC	US	

US-CL-CURRENT: 709/224; 709/206, 717/104

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWMC	Draw. De
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☐ 10. Document ID: US 20020128991 A1

L9: Entry 10 of 15

File: PGPB

Sep 12, 2002

PGPUB-DOCUMENT-NUMBER: 20020128991

PGPUB-FILING-TYPE: new

DOCUMENT-IDENTIFIER: US 20020128991 A1

TITLE: Adaptive feedback control in e-service management

PUBLICATION-DATE: September 12, 2002

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Cox, Earl D.	Morrisville	NC	US	
Wang, Xindong	Columbia	MD	US	
Qiu, Shi-Yue	Ellicott City	MD	US	

US-CL-CURRENT: 706/52

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWIC	Draw. De
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☐ 11. Document ID: US 20020120538 A1

L9: Entry 11 of 15

File: PGPB

Aug 29, 2002

PGPUB-DOCUMENT-NUMBER: 20020120538

PGPUB-FILING-TYPE: new

DOCUMENT-IDENTIFIER: US 20020120538 A1

TITLE: Multi-channel grants management system

PUBLICATION-DATE: August 29, 2002

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Corrie, Chris Royal	Fairfax	VA	US	
Colangelo, David Lawrence	Bristow	VA	US	
Martin, Christopher D.	Glen Allen	VA	US	

US-CL-CURRENT: 705/35

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWIC	Draw. De
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☐ 12. Document ID: US 20020077792 A1

L9: Entry 12 of 15

File: PGPB

Jun 20, 2002

PGPUB-DOCUMENT-NUMBER: 20020077792

PGPUB-FILING-TYPE: new

DOCUMENT-IDENTIFIER: US 20020077792 A1

TITLE: Early warning in e-service management systems

PUBLICATION-DATE: June 20, 2002

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
------	------	-------	---------	---------

Qiu, Shi-Yue Ellicott City MD US

US-CL-CURRENT: 703/2

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWIC	Draw. De
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☐ 13. Document ID: US 20020059079 A1

L9: Entry 13 of 15

File: PGPB

May 16, 2002

PGPUB-DOCUMENT-NUMBER: 20020059079
PGPUB-FILING-TYPE: new
DOCUMENT-IDENTIFIER: US 20020059079 A1

TITLE: E-service business model

PUBLICATION-DATE: May 16, 2002

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Negri, Franco R.	Columbia	MD	US	

US-CL-CURRENT: 705/1

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWIC	Draw. De
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☐ 14. Document ID: US 20020023074 A1

L9: Entry 14 of 15

File: PGPB

Feb 21, 2002

PGPUB-DOCUMENT-NUMBER: 20020023074
PGPUB-FILING-TYPE: new
DOCUMENT-IDENTIFIER: US 20020023074 A1

TITLE: Knowledge assembly line

PUBLICATION-DATE: February 21, 2002

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Miller, Richard J.	Montesano	WA	US	
Sterling, Brian L.	Hoquiam	WA	US	

US-CL-CURRENT: 707/1; 707/104.1

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWIC	Draw. De
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☐ 15. Document ID: US 6782391 B1

L9: Entry 15 of 15

File: USPT

Aug 24, 2004

US-PAT-NO: 6782391

DOCUMENT-IDENTIFIER: US 6782391 B1

TITLE: Intelligent knowledge base content categorizer (IKBCC)

DATE-ISSUED: August 24, 2004

INVENTOR-INFORMATION:

NAME	CITY	STATE	ZIP CODE	COUNTRY
Scher; Karen M.	Cranford	NJ		

US-CL-CURRENT: 707/102; 706/45, 706/50

Full	Title	Citation	Front	Review	Classification	Date	Reference	Abstract	Abstract	Claims	KWIC	Draw. Dis
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Clear	Generate Collection	Print	Fwd Refs	Bkwd Refs	Generate OACS
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Terms	Documents
eservice and feedback	15

Display Format: [Previous Page](#)[Next Page](#)[Go to Doc#](#)

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Print

Fwd Refs

Bkwd Refs

Generate OACS

Search Results - Record(s) 1 through 4 of 4 returned.☐ 1. Document ID: US 20030208575 A1**Using default format because multiple data bases are involved.**

L10: Entry 1 of 4

File: PGPB

Nov 6, 2003

PGPUB-DOCUMENT-NUMBER: 20030208575

PGPUB-FILING-TYPE: new

DOCUMENT-IDENTIFIER: US 20030208575 A1

TITLE: Framework for e-service management

PUBLICATION-DATE: November 6, 2003

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Cox, Earl D.	Chapel Hill	NC	US	
Negri, Franco R.	Columbia	MD	US	
Materazzi, Todd	Columbia	MD	US	
Bragg, Jason	Winter Park	FL	US	
Cormier, Michael E.	West Hartford	CT	US	

US-CL-CURRENT: 709/223

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KMC	Draw. De
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☐ 2. Document ID: US 20020174222 A1

L10: Entry 2 of 4

File: PGPB

Nov 21, 2002

PGPUB-DOCUMENT-NUMBER: 20020174222

PGPUB-FILING-TYPE: new

DOCUMENT-IDENTIFIER: US 20020174222 A1

TITLE: Behavior experts in e-service management

PUBLICATION-DATE: November 21, 2002

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Cox, Earl D.	Morrisville	NC	US	

US-CL-CURRENT: 709/224; 709/206, 717/104

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWIC	Draw. D.
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☐ 3. Document ID: US 20020128991 A1

L10: Entry 3 of 4

File: PGPB

Sep 12, 2002

PGPUB-DOCUMENT-NUMBER: 20020128991

PGPUB-FILING-TYPE: new

DOCUMENT-IDENTIFIER: US 20020128991 A1

TITLE: Adaptive feedback control in e-service management

PUBLICATION-DATE: September 12, 2002

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Cox, Earl D.	Morrisville	NC	US	
Wang, Xindong	Columbia	MD	US	
Qiu, Shi-Yue	Ellicott City	MD	US	

US-CL-CURRENT: 706/52

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWIC	Draw. D.
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☐ 4. Document ID: US 20020059079 A1

L10: Entry 4 of 4

File: PGPB

May 16, 2002

PGPUB-DOCUMENT-NUMBER: 20020059079

PGPUB-FILING-TYPE: new

DOCUMENT-IDENTIFIER: US 20020059079 A1

TITLE: E-service business model

PUBLICATION-DATE: May 16, 2002

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Negri, Franco R.	Columbia	MD	US	

US-CL-CURRENT: 705/1

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWIC	Draw. D.
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Bkwd Refs

Generate OACS

Terms

Documents

L9 and forward	
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4

Display Format: [Previous Page](#)[Next Page](#)[Go to Doc#](#)

Refine Search

Search Results -

Terms	Documents
L9 and forward	4

Database:

US Pre-Grant Publication Full-Text Database
 US Patents Full-Text Database
 US OCR Full-Text Database
 EPO Abstracts Database
 JPO Abstracts Database
 Derwent World Patents Index
 IBM Technical Disclosure Bulletins

Search:

L10

Refine Search

Recall Text

Clear

Interrupt

Search History

DATE: Friday, October 01, 2004 [Printable Copy](#) [Create Case](#)

Set Name Query

side by side

Hit Count Set Name

result set

DB=PGPB,USPT,USOC,EPAB,JPAB,DWPI,TDBD; PLUR=NO; OP=OR

<u>L10</u>	L9 and forward	4	<u>L10</u>
<u>L9</u>	eservice and feedback	15	<u>L9</u>
<u>L8</u>	eservice and (expert or intelligent) and hierarchic\$5	3	<u>L8</u>
<u>L7</u>	eservice same (expert or intelligent)	7	<u>L7</u>
<u>L6</u>	eservice near (expert or intelligent)	3	<u>L6</u>
<u>L5</u>	eservice adj (expert or intelligent)	0	<u>L5</u>
<u>L4</u>	L3 and (expert or intelligent)	1	<u>L4</u>
<u>L3</u>	ecommerce adj management	3	<u>L3</u>
<u>L2</u>	eservice adj management	7	<u>L2</u>
<u>L1</u>	6,411,936.pn.	2	<u>L1</u>

END OF SEARCH HISTORY